

Local Voice in the Community

England & Wales · Charity number 1158809

Details

Other names	HEALTHWATCH TOWER HAMLETS, Local Voice in Your Community
Status	Registered
Legal form	Charitable company
Company number	08786829
Registered	2014-10-07
Register	View on the Charity Commission register

Contact

Address	80 Redmans Road Stepney Green London London E1 4DG
Phone	0345 835 8167
Email	info@localvoice.org.uk
Website	www.localvoice.org.uk

Activities

Objects: THE ADVANCEMENT OF HEALTH AND THE RELIEF OF THOSE IN NEED BY REASON OF YOUTH, AGE, ILL-HEALTH, DISABILITY OR FINANCIAL HARDSHIP WITHIN THE GEOGRAPHICAL BOUNDARIES OF TOWER HAMLETS BY: (A) PROVIDING INFORMATION AND ADVICE TO THE GENERAL PUBLIC ABOUT LOCAL HEALTH AND SOCIAL CARE SERVICE; (B) MAKING THE VIEWS AND EXPERIENCE OF MEMBERS OF GENERAL PUBLIC KNOWN TO HEALTH AND SOCIAL CARE PROVIDERS; (C) ENABLING LOCAL PEOPLE TO HAVE A VOICE IN THE DEVELOPMENT, DELIVERY AND EQUALITY OF ACCESS TO LOCAL HEALTH AND CARE SERVICES AND FACILITIES AND; (D) PROVIDING TRAINING AND THE DEVELOPMENT OF SKILLS FOR VOLUNTEERS AND THE WIDER COMMUNITY IN UNDERSTANDING, REVIEWING, SCRUTINIZING AND MONITORING LOCAL HEALTH AND CARE SERVICES.

Activities: Our mission is to put the voice of Tower Hamlets patients, carers, users and the local community at the centre of service planning, design and delivery. We give residents a stake in the local health and social care landscape to improve the health and well-being of the Borough. We support residents to navigate health and social care services and understand their journey.

Classification

- **How:** Makes Grants To Organisations, Provides Services, Provides Advocacy/advice/information, Sponsors Or Undertakes Research
- **What:** The Advancement Of Health Or Saving Of Lives
- **Who:** Children/young People, Elderly/old People, People With Disabilities, People Of A Particular Ethnic Or Racial Origin, The General Public/mankind

Geography

- Throughout England

Finances

Period end	Income	Expenditure	Assets	Employees
2025-06-30	£252,790	£260,818	-	-
2024-06-30	£300,232	£241,084	-	-
2023-06-30	£304,087	£202,481	-	-
2022-06-30	£223,680	£205,379	-	-
2021-06-30	£225,266	£223,406	-	-
2020-06-30	£185,886	£185,800	-	-

Trustees

Name	Role	Appointed
Ashton McGregor Mr		2023-02-16
Bliss Micallef		2025-06-21
Michael Kedda		2025-06-21
Naomi Goldberg		2025-06-21
Professor Tim Oliver		2015-05-20
Randal Smith		2016-09-29

Accounts

LOCAL VOICE IN THE COMMUNITY

(Limited by Guarantee)

COMPANY NO.:8786829

CHARITY NO.:1158809

REPORT AND ACCOUNTS

**for the year ended
30 June 2025**

MARGARET TROTTER FCCA

**205 WELL STREET
LONDON E9 6QU**

LOCAL VOICE IN THE COMMUNITY

Financial Statements for the Year Ended 30 June 2025

Contents	Pages
Reference and Administrative Details	2
Report of the Board of Trustees	3-9
Independent Examiner's Report	10
Statement of Financial Activities	11
Balance Sheet	12
Notes to the Accounts	13-16

LOCAL VOICE IN THE COMMUNITY

Status: Company Limited by Guarantee No.8786829
Charity registration No.1158809
The Company's governing document is its Memorandum and Articles of Association dated 22 November 2013, as amended by resolution registered on 27 June 2014.
Company name changed from Healthwatch Tower Hamlets.

Registered Office: 80 Redmans Road
London E1 3AG

**Trustee Directors
Committee:**

Professor Tim Oliver. (resigned 2 December 2025)
Mr Randal Smith
Stephanie Dowker (resigned 24 September 2024)
Ashton McGregor
Naomi Goldberg (appointed 21 June 2025)
Bliss Micallef. (appointed 21 June 2025)
Michael Kedda. (appointed 21 June 2025)

**Manager and
Company Secretary:** Dianne Barham

**Independent
Examiner:** Margaret Trotter FCCA
205 Well Street
London E9 6QU

Bankers: CAF
25 Kings Hill Avenue
Kings Hill, West Maling
Kent ME19 4JQ

LOCAL VOICE IN THE COMMUNITY

Report of the Board of Trustees for the year ended 30 June 2025

The Trustees present their report and the financial statements for the year to 30 June 2025.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

Healthwatch Tower Hamlets ("The Charity") is a registered charity and was incorporated on 22 November 2013 as a company limited by guarantee. Its governing document is its Memorandum and Articles of Association that were amended by special resolution registered on 27 June 2014. The Charity was registered by the Charity Commission on 7 October 2014.

Recruitment and Appointment of the Board of Management

The management of the Charity is undertaken by a Board of Trustees that were first appointed following external recruitment in 2013 and elections in 2014. The Chair of Charity during the year was Mr Randal Smith. All Trustees live or work in the London Borough of Tower Hamlets and bring a range of skills and experience to the Board.

Trustee Induction and Training

Trustees are recruited based on an evaluation of the balance of diverse skills and experience needed to govern the Charity. Potential Trustees attend meetings as observers and advisors and newly appointed Trustees receive induction information which contains information about the Charity, its structure and operations, board structure, Trustee duties, responsibilities and key policies. Trustees are encouraged to participate in activities to obtain a better appreciation of the Charity's operations. Training is provided to the Board as a need is identified.

Trustee Directors who served during the year and changes up to the accounts signing date were

Tim Oliver (resigned 2 December 2025)
Randal Smith
Ashton McGregor
Stephanie Dowker (resigned 12 September 2024)
Naomi Goldberg (appointed 21 June 2025)
Bliss Micallef (appointed 21 June 2025)
Michael Kedda (appointed 21 June 2025)

LOCAL VOICE IN THE COMMUNITY

Public Benefit

The Trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. The Trustees are satisfied that the Charity continues to deliver very tangible public benefit through its activities.

Statement of Trustees' Responsibilities

The Trustees (who are also the directors for the purposes of company law) are responsible for preparing the Report of the Board of Trustees and the financial statements in accordance with applicable law.

Company law requires the directors to prepare financial statements for each financial year. Under that law the trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law) and adopting the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard FRS 102 (effective 1 January 2019).

Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and the profit or loss of the company for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP;-
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the Trustees are aware:

LOCAL VOICE IN THE COMMUNITY

- there is no relevant information of which the charity's Independent Examiner is unaware; and
- the trustees have taken all steps they ought to have taken to make themselves aware of any relevant information and to establish that the examiner is aware of that information.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

OBJECTIVES AND ACTIVITIES

Our mission is to put the voice of patients, carers, users and the local community at the centre of service planning, design and delivery. We give residents a stake in the local health and social care landscape to improve health and well-being. We support residents to navigate health and social care services and understand their journey.

Our charitable objects are:

The advancement of health and the relief of those in need by reason of youth, age, ill-health, disability or financial hardship by:

- (a) providing information and advice to the general public about local health and social care service;
- (b) making the views and experience of members of general public known to health and social care providers;
- (c) enabling local people to have a voice in the development, delivery and equality of access to local health and care services and facilities and;
- (d) providing training and the development of skills for volunteers and the wider community in understanding, reviewing, scrutinizing and monitoring local health and care services.

The Charity acts as the local independent champion for the public, aiming to promote better outcomes in health and social care for all by improving services as they operate today, or shaping how they will look in the future. The Charity also seeks to advance the education of the public in health and social care issues.

At an Extraordinary General Meeting on 31 August 2022 the Board agreed:

- to dissolve Healthwatch Tower Hamlets Ltd and establish a Charitable Incorporated Organisation (CIO) Local Voice in Your Community - to be known as Local Voice.
- to transfer the net assets of registered charity Healthwatch Tower Hamlets (Charity Number 1158809 - Company Number 0878682) to Local Voice in Your Community CIO from the date

LOCAL VOICE IN THE COMMUNITY

that our application is approved by the Charity Commissioners and dissolve Healthwatch Tower Hamlets Ltd

This change is required as Healthwatch Tower Hamlets Ltd is no longer the contract provider for Healthwatch Tower Hamlets and has expanded its remit to cover a wider geographical area including Healthwatch Waltham Forest, North East London Integrated Care Board (NEL ICB) and the wider health and care sector across England.

ACHIEVEMENTS AND PERFORMANCE

During 2024/25, Local Voice continued to deliver a high-impact insight and engagement programme across North East London (NEL). Through the NEL Community Insights System, we processed **162,365 experiences** and identified **536,048 issues**, producing regular quarterly reporting and bespoke analyses for the Integrated Care Board (ICB) and Place Based Partnerships.

Our insight contributed to measurable improvements in:

- **Maternity equity**, including commitments to trauma-informed care, improved interpreting support and a proposed 24/7 helpline.
- **Primary care access**, informing a clearer and more consistent Same Day Access model across NEL.
- **Health inequalities**, enabling the ICB to target communications to specific ethnic and disability groups, improving uptake of screening and immunisation programmes.

Healthwatch Waltham Forest

Healthwatch Waltham Forest published **54 reports**, heard from **5,530 people** and identified **21,689 issues**. We supported **110 individuals** with advice and information.

Key areas of work included:

- GP access and Same Day Access reform
- Locality Hub design
- Whipps Cross A&E patient experience
- Care Home GP service evaluation
- Safe Surgeries and GP registration barriers

Romanian Community Projects

We expanded our programme supporting Romanian residents across Waltham Forest, Newham and Tower Hamlets. This included:

- A Romanian Vaccine Trust project using Romanian-language online channels moderated by clinicians.
- Targeted health literacy work to address misinformation and improve vaccine uptake.
- Community Insight Researchers delivering insight and outreach, including work on cancer awareness.

LOCAL VOICE IN THE COMMUNITY

This work provided the ICB with a replicable model for tackling inequalities through culturally competent communication and community-led insight.

FINANCIAL REVIEW

The results for the year ended 30 June 2025 are set out in the Statement of Financial Activities on page 11. The assets and liabilities of the Charity as at 30 June 2025 are given in the Balance Sheet on page 12. The financial statements should be read in conjunction with their related notes which appear on pages 13 to 16.

Principal Funding Sources

Total income for the year was £252,790 (2024: 300,232)

The main source of funding for the Charity during the year was a contract with London Borough of Waltham Forest who commission Healthwatch services across the Borough. The 3 year contract commenced on 1 May 2022 for £111,690 per annum. The Charity also raised grants of £137,921 from NHS North East London CCG and other public health grants. Expenditure in the year was £260,818 (2024: £241,084). The result was a deficit of £8,028, comprising an unrestricted surplus of £34,962 (2024: £46,493) and restricted funds deficit of £42,990 (2024: Surplus £12,655). The charity is carrying forward £32,915 of restricted funds to continue projects that carry over the year end.

Reserves

The Charity has reserves of £287,381 (2024: £295,409) at 30 June 2025, classified as £32,915 restricted and £254,466 unrestricted. The Board keeps the level of reserves under regular review to ensure that they are adequate and appropriate to meet the requirements of the organisation. The Trustees have agreed a reserve policy, the focus of which is to ensure that the Charity could meet all its commitments in the event that the core contract from the local authorities was cancelled. The Trustees have considered the current and future activities of the charity and the known levels of income and expenditure and are satisfied that the charity is a going concern.

PLANNING FOR FUTURE PERIODS

The Charity will continue to work closely with the London Borough of Waltham Forest to deliver the outcomes and performance indicators set out in the Healthwatch contract, monitored through an annual work plan approved by the Board.

Alongside borough-based delivery, the Charity will continue to operate at system level across North East London, working with the Integrated Care Board and local Healthwatch partners to gather, analyse and report community insight through the Community Insights System.

LOCAL VOICE IN THE COMMUNITY

The Board recognises the Charity's reliance on statutory Healthwatch funding and funding from the North East London Integrated Care Board. The Charity will seek to strengthen financial resilience by expanding our Romanian community health work into national funding programmes, including the NHS England Vaccine Deployment Programme, and by increasing multi-borough Healthwatch delivery alongside the Community Insights System.

PRINCIPAL RISKS AND UNCERTAINTIES

The Charity's income is dependent upon funding which is subject to national commissioning (of Healthwatch). The Charity successfully tendered for the Healthwatch Waltham Forest contract that commenced in May 2022. We have begun to broaden our service provision to a wider range of NHS and Local Authority providers from across the North East London area.

Our aim is to deliver effective Healthwatch and community insight services which are valued locally and recognised nationally. This will mean expanding our provision to a broader range of organisations and other parts of London and nationally. Promotion of the good work we do will be critical as we seek to put the charity at the front of the drive for improvements in health and social care services.

All staff have been working at home effectively and face to face engagement is undertaken by an outreach team. We continue to also use phone, online communications and digital engagement with residents and all stakeholders.

Restrictions on Distribution

The Memorandum of Association prohibits the distribution of income and property of the Charity to the members. Upon dissolution or winding up of the Charity the assets shall be given or transferred to some similar institution or institutions having objects similar to the Charity.

Tax Status and Small Company Provisions

Healthwatch Tower Hamlets is a registered charity and is therefore potentially exempt from taxation of its income and gains as it falls within the definition of a Charity as defined in Part 1, Schedule 6 of the Finance Act 2010. No tax charge has arisen in the period. This report has been prepared in accordance with the special provisions for small companies and comply with the Statement of Recommended Practice - Accounting and Reporting by Charities FRS 102

LOCAL VOICE IN THE COMMUNITY

Approved by the Board of Management on 2 December 2025.

Company Secretary

A handwritten signature in dark ink, appearing to read 'D Barham', enclosed within a large, loopy oval shape.

Dianne Barham

Independent Examiners' Report to the Trustees of Local Voice in the Community for the year ended 30 June 2025

Responsibilities and basis of report

As the charity's trustees (who are also the directors of the company for the purpose of company law), you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 (the 2006 Act").

Having satisfied myself that the accounts of the Company are not required to be audited for this year under part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of Charities Act 2011 ("the 2011 Act") (as amended by the Charities Act 2022).

In carrying out my examination, I have followed the Directions given by the Charity Commission (under section 145(5)(b) of the 2011 Act).

Independent examiner's statement

The company's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of the ACCA.

I have completed my examination. I confirm that no material matters have come to my attention which gives me cause to believe that:

- Accounting records were not kept in accordance with section 130 of the Act; or
- The accounts do not accord with such records; or
- The accounts do not comply with relevant accounting requirements other than the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
- The accounts have not been prepared in accordance with the Charities SORP (FRS102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed

Dated 2 December 2025



MARGARET TROTTER FCCA
205 WELL STREET
LONDON E9 6QU

LOCAL VOICE IN THE COMMUNITY

Statement of Financial Activities Income and Expenditure Account for the year ended 30 June 2025

	<u>Note</u>	<u>Restricted Funds</u>	<u>Unrestricted Funds</u>	<u>Total Funds 2025</u>	<u>Restricted Funds</u>	<u>Unrestricted Funds</u>	<u>Total Funds 2024</u>
		£	£	£	£	£	£
Incoming resources							
Investment income		-	1,050	1,050		1,066	1,066
Incoming resources from donations and charitable activities	2	137,921	113,819	251,740	186,725	112,441	299,166
Total incoming resources		<u>137,921</u>	<u>114,869</u>	<u>252,790</u>	<u>186,725</u>	<u>113,507</u>	<u>300,232</u>
Resources expended							
Costs of generating funds							
Cost of generating voluntary income	3	-	14,208	14,208		15,101	15,101
Charitable activities	4	193,804	52,806	246,610	174,070	51,913	225,983
Total resources expended		<u>193,804</u>	<u>67,014</u>	<u>260,818</u>	<u>174,070</u>	<u>67,014</u>	<u>241,084</u>
Net incoming/outgoing resources before transfers between funds		(55,883)	47,855	(8,028)	12,655	46,493	59,148
Transfers between funds		12,893	(12,893)	-	-	-	-
Net income/(expenditure) for the year		<u>(42,990)</u>	<u>34,962</u>	<u>(8,028)</u>	<u>12,655</u>	<u>46,493</u>	<u>59,148</u>
Reconciliation of funds	11						
Total funds brought forward		75,905	219,504	295,409	63,250	173,011	236,261
Total funds carried forward		<u>32,915</u>	<u>254,466</u>	<u>287,381</u>	<u>75,905</u>	<u>219,504</u>	<u>295,409</u>

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 11 to the financial statements.

LOCAL VOICE IN THE COMMUNITY

Company no. 8786829

Balance sheet

30 June 2025

	<u>Note</u>	<u>2025</u>		<u>2024</u>	
		£	£	£	£
Fixed assets					
Tangible assets	7	-	-	-	-
Total fixed assets		-	-	-	-
Current assets					
Debtors	8	27,923	10,000		
Cash at bank and in hand		265,210	288,619		
Total current assets		293,133	298,619		
Creditors: amounts falling due within one year	9	(5,752)	(3,210)		
Net current assets/(liabilities)		287,381	295,409		
Total assets less current liabilities		287,381	295,409		
Net assets	10	287,381	295,409		
The funds of the charity:					
Restricted funds		32,915	75,905		
Unrestricted funds:					
General fund		254,466	219,504		
Total unrestricted funds		254,466	295,409		
Total charity funds	11	287,381	295,409		

*For the year ending 30 June 2025 the company was entitled to exemption under section 477 of the Companies Act 2006 relating to smaller companies.

*The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

*The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

*The accounts have been prepared in accordance with the micro-entity provisions and delivered in accordance with the provisions applicable to companies subject to the small companies regime

Approved by the board on

And signed on their behalf by

Director Name *ASTON MCGREGOR*

Signature *A McGregor* *2/12/25.*

LOCAL VOICE IN THE COMMUNITY

Notes to the accounts
for the year ended
30 June 2025

1 Accounting policies

The company constitutes a public benefit entity as defined by FRS102

The principal accounting policies are summarised below. The accounting policies have been applied consistently throughout the year and in the preceding year.

(i) Basis of accounting

The financial statements have been prepared under the historical cost convention, and in accordance with the Companies Act 2006, the Financial Reporting Standard applicable in the UK and the Republic of Ireland (effective 1 January 2015) and the Statement of Recommended Practice: Accounting and Reporting by Charities FRS 102.

(ii) Fund accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

Restricted funds are subject to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

(iii) Incoming resources

All incoming resources are included in the Statement of Financial Activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Voluntary income is received by way of grants, donations and gifts and is included in full when receivable. Income is deferred where entitlement has not yet been completed.
- Donated services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts.
- The main funding is a Heathwatch Grant and the company continues to be a going concern and is not wholly reliant on that grant.

(iv) Resources expended

Expenditure is accounted on an accrual basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates.

- Costs of generating funds comprise the costs associated with attracting voluntary income.
- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the examination fees and costs linked to the strategic management of the charity.
- All costs are allocated between the expenditure categories of the SOFA on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis.

(v) Pension costs

Payments under defined contribution pension schemes are accounted for as they fall due.

LOCAL VOICE IN THE COMMUNITY

Notes to the accounts
for the year ended
30 June 2025

(vi) Fixed assets

Tangible fixed assets are stated at cost less accumulated depreciation. The cost of minor additions or those costing below £1,000 are not capitalised. Depreciation is provided at rates calculated to write off the cost of each asset over its expected useful life. The rates used are as follows:

Office Furniture and Equipment 25%

2 Incoming resources from charitable activities

	<u>Restricted Funds</u> £	<u>Unrestricted Funds</u> £	<u>Total Funds 2025</u> £	<u>Total Funds 2024</u> £
Grants and Donations				
London Borough of Waltham Forest Healthwatch		111,690	111,690	111,690
Charitable activities	137,921		137,921	186,725
TH CVS and other service grants		2,129	2,129	751
Total	<u>137,921</u>	<u>113,819</u>	<u>251,740</u>	<u>299,166</u>

3 Cost of generating voluntary income

Salaries & Wages		14,208	14,208	15,101
Total	<u>-</u>	<u>14,208</u>	<u>14,208</u>	<u>15,101</u>

4 Charitable activities

Salaries and wages	161,616	41,637	203,253	174,977
Events and Marketing	61	22	83	1,864
Outreach and volunteering	3,681	1,293	4,974	5,559
Office expenses, books & publications	8,274	1,018	9,292	9,134
Community Intelligence professional + consultancy	18,660	6,555	25,215	30,804
Financial management	1,374	483	1,857	1,580
Training	138	48	186	315
Governance		1,750	1,750	1,750
Total	<u>193,804</u>	<u>52,806</u>	<u>246,610</u>	<u>225,983</u>

5 Staff costs and numbers

	<u>2025</u> £	<u>2024</u> £
Staff costs were as follows:		
Salaries and wages	198,226	175,639
Social Security costs	15,449	11,278
Pension costs	3,786	3,160
Total	<u>217,461</u>	<u>190,077</u>

One employee received emoluments of more than £60,000

LOCAL VOICE IN THE COMMUNITY

Notes to the accounts
for the year ended
30 June 2025

The average number of employees during the year, calculated on the basis of full-time equivalents, was as follows:

	<u>2025</u> No.	<u>2024</u> No.
Advice & guidance	3.00	3.00
Administration & management	3.00	2.00
Total	<u><u>6.00</u></u>	<u><u>5.00</u></u>

6 **Trustee and Key Management remuneration and expenses**

The Chief Executive Dianne Barham receives a salary of £56,835 (2024: £54,184)
No trustees received any remuneration for the year

No trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity during the year

7 **Tangible fixed assets**

	<u>Office equipment</u>		<u>Total</u>
	£	£	£
<i>Cost</i>			
At 1 July 2024	6,322	-	6,322
Disposals	-	-	-
Additions			-
At 30 June 2025	<u>6,322</u>	<u>-</u>	<u>6,322</u>
<i>Accumulated depreciation</i>			
At 1 July 2024	6,322	-	6,322
Charge for the year	-	-	-
Disposals	-	-	-
At 30 June 2025	<u>6,322</u>	<u>-</u>	<u>6,322</u>
<i>Net book value</i>			
At 30 June 2025	<u>-</u>	<u>-</u>	<u>-</u>
At 30 June 2024	<u>-</u>	<u>-</u>	<u>-</u>

8 **Debtors**

	<u>2025</u> £	<u>2024</u> £
Trade debtors	27,923	10,000
Other debtors		
Total	<u><u>27,923</u></u>	<u><u>10,000</u></u>

LOCAL VOICE IN THE COMMUNITY

Notes to the accounts
for the year ended
30 June 2025

9 Creditors: amounts falling due within one year

	<u>2025</u> £	<u>2024</u> £
Expense creditors and accruals	5,752	3,210
Total	<u>5,752</u>	<u>3,210</u>

10 Analysis of net assets between funds

	<u>General Funds</u> £	<u>Restricted Funds</u> £	<u>Total Funds</u> £
Tangible fixed assets	-	-	-
Current assets	260,218	32,915	293,133
Current liabilities	(5,752)		(5,752)
Net assets at 30 June 2025	<u>254,466</u>	<u>32,915</u>	<u>287,381</u>

11 Movements in funds

	<u>At 1 July 2024</u> £	<u>Incoming resources</u> £	<u>Outgoing resources</u> £	<u>Transfers between funds</u> £	<u>At 30 June 2025</u> £
<i>Restricted funds:</i>					
	75,905	137,921	(193,804)	12,893	32,915
Total restricted funds	<u>75,905</u>	<u>137,921</u>	<u>(193,804)</u>	<u>12,893</u>	<u>32,915</u>
<i>Unrestricted funds:</i>					
General fund	219,504	114,869	(67,014)	(12,893)	254,466
Total unrestricted funds	<u>219,504</u>	<u>114,869</u>	<u>(67,014)</u>	<u>(12,893)</u>	<u>254,466</u>
Total funds	<u>295,409</u>	<u>252,790</u>	<u>(260,818)</u>	<u>-</u>	<u>287,381</u>

Accounts

LOCAL VOICE IN THE COMMUNITY LTD

(Limited by Guarantee)

COMPANY NO.:8786829

CHARITY NO.:1158809

REPORT AND ACCOUNTS

**for the year ended
30 June 2024**

MARGARET TROTTER FCCA

**205 WELL STREET
LONDON E9 6QU**

LOCAL VOICE IN THE COMMUNITY LTD

Financial Statements for the Year Ended 30 June 2024

Contents	Pages
Reference and Administrative Details	2
Report of the Board of Trustees	3-9
Independent Examiner's Report	10
Statement of Financial Activities	11
Balance Sheet	12
Notes to the Accounts	13-16

LOCAL VOICE IN THE COMMUNITY

Report of the Board of Trustees for the year ended 30 June 2024

The Trustees present their report and the financial statements for the year to 30 June 2024.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

Healthwatch Tower Hamlets ("The Charity") is a registered charity and was incorporated on 22 November 2013 as a company limited by guarantee. Its governing document is its Memorandum and Articles of Association that were amended by special resolution registered on 27 June 2014. The Charity was registered by the Charity Commission on 7 October 2014.

Recruitment and Appointment of the Board of Management

The management of the Charity is undertaken by a Board of Trustees that were first appointed following external recruitment in 2013 and elections in 2014. The Chair of Charity during the year was Mr Randal Smith. All Trustees live or work in the London Borough of Tower Hamlets and bring a range of skills and experience to the Board.

Trustee Induction and Training

Trustees are recruited based on an evaluation of the balance of diverse skills and experience needed to govern the Charity. Potential Trustees attend meetings as observers and advisors and newly appointed Trustees receive induction information which contains information about the Charity, its structure and operations, board structure, Trustee duties, responsibilities and key policies. Trustees are encouraged to participate in activities to obtain a better appreciation of the Charity's operations. Training is provided to the Board as a need is identified.

Trustee Directors who served during the year and changes up to the accounts signing date were

Tim Oliver
Randal Smith
Stephanie Dowker (resigned 12 September 2024)
Ashton McGregor

LOCAL VOICE IN THE COMMUNITY

Public Benefit

The Trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. The Trustees are satisfied that the Charity continues to deliver very tangible public benefit through its activities.

Statement of Trustees' Responsibilities

The Trustees (who are also the directors for the purposes of company law) are responsible for preparing the Report of the Board of Trustees and the financial statements in accordance with applicable law.

Company law requires the directors to prepare financial statements for each financial year. Under that law the trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law) and adopting the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard FRS 102 (effective 1 January 2019).

Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and the profit or loss of the company for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP;-
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the Trustees are aware:

LOCAL VOICE IN THE COMMUNITY

- there is no relevant information of which the charity's Independent Examiner is unaware; and
- the trustees have taken all steps they ought to have taken to make themselves aware of any relevant information and to establish that the examiner is aware of that information.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

OBJECTIVES AND ACTIVITIES

Our mission is to put the voice of patients, carers, users and the local community at the centre of service planning, design and delivery. We give residents a stake in the local health and social care landscape to improve health and well-being. We support residents to navigate health and social care services and understand their journey.

Our charitable objects are:

The advancement of health and the relief of those in need by reason of youth, age, ill-health, disability or financial hardship by:

- (a) providing information and advice to the general public about local health and social care service;
- (b) making the views and experience of members of general public known to health and social care providers;
- (c) enabling local people to have a voice in the development, delivery and equality of access to local health and care services and facilities and;
- (d) providing training and the development of skills for volunteers and the wider community in understanding, reviewing, scrutinizing and monitoring local health and care services.

The Charity acts as the local independent champion for the public, aiming to promote better outcomes in health and social care for all by improving services as they operate today, or shaping how they will look in the future. The Charity also seeks to advance the education of the public in health and social care issues.

At an Extraordinary General Meeting on 31 August 2022 the Board agreed:

- to dissolve Healthwatch Tower Hamlets Ltd and establish a Charitable Incorporated Organisation (CIO) Local Voice in Your Community - to be known as Local Voice.
- to transfer the net assets of registered charity Healthwatch Tower Hamlets (Charity Number 1158809 - Company Number 0878682) to Local Voice in Your Community CIO from the date

LOCAL VOICE IN THE COMMUNITY

that our application is approved by the Charity Commissioners and dissolve Healthwatch Tower Hamlets Ltd

This change is required as Healthwatch Tower Hamlets Ltd is no longer the contract provider for Healthwatch Tower Hamlets and has expanded its remit to cover a wider geographical area including Healthwatch Waltham Forest, North East London Integrated Care Board (NEL ICB) and the wider health and care sector across England.

ACHIEVEMENTS AND PERFORMANCE

Healthwatch Tower Hamlets (trading as Local Voice) gathered 19,195 comments from local people across NEL and identified 82,547 issues about people's experience of health and social care services.

We continued to develop the NEL ICB Community Insights System with our Local Healthwatch partners, allowing us to produce and circulate over 350 regular quarterly reports and summary dashboards at NEL and Place Based Partnership level. You can find all our reports on the NEL ICB website

We began the year out in the community asking people what they thought good care looked like to them. Many of the people we talked to would not normally have their voice heard particularly, Pakistani and Muslim women, people attending food banks and men. They took part in workshops, feedback walls and questionnaires, providing us with incredible insight.

We continued to bring people's feedback on services into our community insights system from a wide range of public, statutory and voluntary sector sources. Our unique coding system then allows us to identify where in the care journey there might be problems and who those problems might be impacting the most.

The outcome of all this work is the understanding that local people believe good care should be: accessible, competent, person centered and trustworthy. We are calling this the Good Care Framework and have started applying it to all aspects of our work. [What Good Care Looks Like to People in Waltham Forest](#)

We know that GP access continues to be the most important issue for local people. As well as our regular GP community insights reports we started to produce and present reports at a Primary Care Network level [You can read the reports here.](#) They allow the Waltham Forest Primary Care Transformation group to understand where things are improving and help understand why and to measure whether changes are having an impact over time.

Our increased understanding of why the Pakistani, Black African and Caribbean communities may be hesitant to receive vaccines was quickly picked up and used by the Waltham Forest group with oversight of the vaccine programme, as well as London wide groups, to inform communication and covid vaccine delivery.

LOCAL VOICE IN THE COMMUNITY

We have a well-respected voice on the North East London Integrated Care Partnership due to our clear evidence-based input that allows us to voice the views of different communities and groups. We produce regular reports for the Waltham Forest Health and Care Partnership Board and the Health and Wellbeing Board and sit on the Health Scrutiny and Adult Social Care Scrutiny Committees.

FINANCIAL REVIEW

The results for the year ended 30 June 2024 are set out in the Statement of Financial Activities on page 10. The assets and liabilities of the Charity as at 30 June 2024 are given in the Balance Sheet on page 11. The financial statements should be read in conjunction with their related notes which appear on pages 12 to 15.

Principal Funding Sources

Total income for the year was £300,232 (2023: 304,087)

The main source of funding for the Charity during the year was a contract with London Borough of Waltham Forest who commission Healthwatch services across the Borough. The 3 year contract commenced on 1 May 2022 for £111,690 per annum. The Charity also raised grants of £187,476 from NHS North East London CCG and other public health grants. Expenditure in the year was £241,084 (2023: £202,481). The result was a surplus of £59,148, comprising an unrestricted surplus of £46,563 (2023: £53,621) and restricted funds to carry forward of £12,585 (2023: £47,985) to continue projects that carried over the year end.

Reserves

The Charity has reserves of £295,409 (2023: £236,261) at 30 June 2024, classified as £75,835 restricted and £219,504 unrestricted. The Board keeps the level of reserves under regular review to ensure that they are adequate and appropriate to meet the requirements of the organisation. The Trustees have agreed a reserve policy, the focus of which is to ensure that the Charity could meet all its commitments in the event that the core contract from the local authorities was cancelled. The Trustees have considered the current and future activities of the charity and the known levels of income and expenditure and are satisfied that the charity is a going concern.

PLANNING FOR FUTURE PERIODS

The Charity works closely with the London Borough of Waltham Forest to ensure that the services delivered meet the key outcomes and performance indicators of the contract and that we continue to maximise impact in the

LOCAL VOICE IN THE COMMUNITY

community. Through our work for NHS North East London we work across 7 boroughs. Annually, the Board agrees a work plan to be delivered to meet those contract objectives and this is monitored throughout the period.

We recognise the reliance the Charity has on the contract with the London Borough of Waltham Forest and the importance of ensuring that a Healthwatch contract continues. Our Strategic Plan includes an income generation strategy to diversify our income to broader service and geographical areas this includes taking a lead delivery role in the North East London ICB Community Insights project.

PRINCIPAL RISKS AND UNCERTAINTIES

The Charity's income is dependent upon funding which is subject to national commissioning (of Healthwatch). The Charity successfully tendered for the Healthwatch Waltham Forest contract that commenced in May 2022. We have begun to broaden our service provision to a wider range of NHS and Local Authority providers from across the North East London area.

Our aim is to deliver effective Healthwatch and community insight services which are valued locally and recognised nationally. This will mean expanding our provision to a broader range of organisations and other parts of London and nationally. Promotion of the good work we do will be critical as we seek to put the charity at the front of the drive for improvements in health and social care services.

All staff have been working at home effectively and face to face engagement is undertaken by an outreach team. We continue to also use phone, online communications and digital engagement with residents and all stakeholders.

Restrictions on Distribution

The Memorandum of Association prohibits the distribution of income and property of the Charity to the members. Upon dissolution or winding up of the Charity the assets shall be given or transferred to some similar institution or institutions having objects similar to the Charity.

Tax Status and Small Company Provisions

Healthwatch Tower Hamlets is a registered charity and is therefore potentially exempt from taxation of its income and gains as it falls within the definition of a Charity as defined in Part 1, Schedule 6 of the Finance Act 2010. No tax charge has arisen in the period. This report has been prepared in accordance with the special provisions for small companies and comply with the Statement of Recommended Practice - Accounting and Reporting by Charities FRS 102

LOCAL VOICE IN THE COMMUNITY

Approved by the Board of Management on 24 March 2025.

Company Secretary

A handwritten signature in dark ink, appearing to read 'D Barham', enclosed within a large, loopy oval shape.

Dianne Barham

**Independent Examiner's Report to the Trustees of
Local Voice In The Community Ltd**

I report on the financial statements of the charity for the period ended 30 June 2024.

This report is made solely to the Trustees, as a body, in accordance with Section 145 of the Charities Act 2011. My work has been undertaken so that I might state to the Trustees, those matters I am required to state to them and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the Charity and the Trustees as a body, for my work or for this report.

Respective responsibilities of trustees and examiner

The charity's trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of financial statements. The trustees consider that an audit is not required for this year under Section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the financial statements under Section 145 of the 2011 Act;
- to follow the procedures laid down in the General Directions given by the Charity Commission under section 145(5) of the 2011 Act; and
- to state where particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the financial statements presented with those records. It also includes consideration of any unusual items or disclosures in the financial statements and seeking explanations from you as Trustee Directors concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the financial statements present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent examiner's statement

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached

Signed
MARGARET TROTTER FCCA
205 WELL STREET
LONDON E9 6QU



Dated 24th March 2025

LOCAL VOICE IN THE COMMUNITY

Statement of Financial Activities Income and Expenditure Account for the year ended 30 June 2024

	<u>Note</u>	<u>Restricted Funds</u>	<u>Unrestricted Funds</u>	<u>Total Funds 2024</u>	<u>Restricted Funds</u>	<u>Unrestricted Funds</u>	<u>Total Funds 2023</u>
		£	£	£	£	£	£
Incoming resources							
Investment income		-	1,066	1,066		377	377
Incoming resources from donations and charitable activities	2	186,725	112,441	299,166	189,327	114,383	303,710
Total incoming resources		<u>186,725</u>	<u>113,507</u>	<u>300,232</u>	<u>189,327</u>	<u>114,760</u>	<u>304,087</u>
Resources expended							
Costs of generating funds							
Cost of generating voluntary income	3	-	15,101	15,101		8,380	8,380
Charitable activities	4	174,070	51,913	225,983	140,220	53,881	194,101
Total resources expended		<u>174,070</u>	<u>67,014</u>	<u>241,084</u>	<u>140,220</u>	<u>62,261</u>	<u>202,481</u>
Net incoming/outgoing resources before transfers between funds		12,655	46,493	59,148	49,107	52,499	101,606
Transfers between funds		-	-	-	(1,122)	1,122	-
Net income/(expenditure) for the year		<u>12,655</u>	<u>46,493</u>	<u>59,148</u>	<u>47,985</u>	<u>53,621</u>	<u>101,606</u>
Reconciliation of funds							
11							
Total funds brought forward		63,250	173,011	236,261	15,265	119,390	134,655
Total funds carried forward		<u>75,905</u>	<u>219,504</u>	<u>295,409</u>	<u>63,250</u>	<u>173,011</u>	<u>236,261</u>

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 11 to the financial statements.

LOCAL VOICE IN THE COMMUNITY

Company no. 8786829

Balance sheet

30 June 2024

	<u>Note</u>	<u>2024</u>	<u>2023</u>
		£	£
Fixed assets			
Tangible assets	7	-	-
Total fixed assets		-	-
Current assets			
Debtors	8	10,000	-
Cash at bank and in hand		<u>288,619</u>	<u>239,656</u>
Total current assets		<u>298,619</u>	<u>239,656</u>
Creditors: amounts falling due within one year	9	<u>(3,210)</u>	<u>(3,395)</u>
Net current assets/(liabilities)		295,409	236,261
Total assets less current liabilities		<u>295,409</u>	<u>236,261</u>
Net assets	10	<u><u>295,409</u></u>	<u><u>236,261</u></u>
The funds of the charity:			
Restricted funds		75,905	63,250
Unrestricted funds:			
General fund		<u>219,504</u>	<u>173,011</u>
Total unrestricted funds		219,504	236,261
Total charity funds	11	<u><u>295,409</u></u>	<u><u>236,261</u></u>

*For the year ending 30 June 2024 the company was entitled to exemption under section 477 of the Companies Act 2006 relating to smaller companies.

*The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

*The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

*The accounts have been prepared in accordance with the micro-entity provisions and delivered in accordance with the provisions applicable to companies subject to the small companies regime

Approved by the board on
And signed on their behalf by
Director Name
Signature

24/03/25
ASHTON MCGREGOR
A McGregor

LOCAL VOICE IN THE COMMUNITY LTD

Notes to the accounts
for the year ended
30 June 2024

1 Accounting policies

The company constitutes a public benefit entity as defined by FRS102

The principal accounting policies are summarised below. The accounting policies have been applied consistently throughout the year and in the preceding year.

(i) Basis of accounting

The financial statements have been prepared under the historical cost convention, and in accordance with the Companies Act 2006, the Financial Reporting Standard applicable in the UK and the Republic of Ireland (effective 1 January 2015) and the Statement of Recommended Practice: Accounting and Reporting by Charities FRS 102.

(ii) Fund accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

Restricted funds are subject to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

(iii) Incoming resources

All incoming resources are included in the Statement of Financial Activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Voluntary income is received by way of grants, donations and gifts and is included in full when receivable. Income is deferred where entitlement has not yet been completed.
- Donated services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts.
- The main funding is a Heathwatch Grant and the company continues to be a going concern and is not wholly reliant on that grant.

(iv) Resources expended

Expenditure is accounted on an accrual basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates.

- Costs of generating funds comprise the costs associated with attracting voluntary income.
- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the examination fees and costs linked to the strategic management of the charity.
- All costs are allocated between the expenditure categories of the SOFA on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis.

(v) Pension costs

Payments under defined contribution pension schemes are accounted for as they fall due.

LOCAL VOICE IN THE COMMUNITY

Notes to the accounts
for the year ended
30 June 2024

(vi) Fixed assets

Tangible fixed assets are stated at cost less accumulated depreciation. The cost of minor additions or those costing below £1,000 are not capitalised. Depreciation is provided at rates calculated to write off the cost of each asset over its expected useful life. The rates used are as follows:

Office Furniture and Equipment 25%

2 Incoming resources from charitable activities

	<u>Restricted Funds</u> £	<u>Unrestricted Funds</u> £	<u>Total Funds 2024</u> £	<u>Total Funds 2023</u> £
Grants and Donations				
London Borough of Waltham Forest Healthwatch		111,690	111,690	102,383
Charitable activities	186,725		186,725	189
TH CVS and other service grants		751	751	12,000
Total	<u>186,725</u>	<u>112,441</u>	<u>299,166</u>	<u>114,572</u>

3 Cost of generating voluntary income

Salaries & Wages	<u>15,101</u>	<u>15,101</u>	<u>8,380</u>
Total	<u>-</u>	<u>15,101</u>	<u>8,380</u>

4 Charitable activities

Salaries and wages	134,233	40,744	174,977	142,898
Events	1,842		1,842	1,545
Marketing		22	22	1,081
Outreach	5,559		5,559	1,154
Office expenses, books & publications	3,052	6,082	9,134	7,653
Community Intelligence professional + consultancy	27,804	3,000	30,804	36
Financial management	1,580		1,580	1,544
Training		315	315	421
Governance		1,750	1,750	1,750
	-			
Total	<u>174,070</u>	<u>51,913</u>	<u>225,983</u>	<u>158,082</u>

5 Staff costs and numbers

	<u>2024</u> £	<u>2023</u> £
Staff costs were as follows:		
Salaries and wages	175,639	143,222
Social Security costs	11,278	5,288
Pension costs	3,160	2,768
Total	<u>190,077</u>	<u>151,278</u>

One employee received emoluments of more than £60,000

LOCAL VOICE IN THE COMMUNITY

Notes to the accounts
for the year ended
30 June 2024

The average number of employees during the year, calculated on the basis of full-time equivalents, was as follows:

	<u>2024</u> No.	<u>2023</u> No.
Advice & guidance	3.00	3.00
Administration & management	2.00	2.00
Total	<u>5.00</u>	<u>5.00</u>

6 **Trustee and Key Management remuneration and expenses**

The Chief Executive Dianne Barham received a salary of £54,184 for the year (2023: £33,518)
No trustees received any remuneration for the year

No trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity during the year

7 **Tangible fixed assets**

	<u>Office equipment</u> £	£	<u>Total</u> £
<i>Cost</i>			
At 1 July 2023	6,322	-	6,322
Disposals	-	-	-
Additions	-	-	-
At 30 June 2024	<u>6,322</u>	<u>-</u>	<u>6,322</u>
<i>Accumulated depreciation</i>			
At 1 July 2023	6,322	-	6,322
Charge for the year	-	-	-
Disposals	-	-	-
At 30 June 2024	<u>6,322</u>	<u>-</u>	<u>6,322</u>
<i>Net book value</i>			
At 30 June 2024	<u>-</u>	<u>-</u>	<u>-</u>
At 30 June 2023	<u>-</u>	<u>-</u>	<u>-</u>

8 **Debtors**

	<u>2024</u> £	<u>2023</u> £
Trade debtors	10,000	-
Other debtors	-	-
Total	<u>10,000</u>	<u>-</u>

LOCAL VOICE IN THE COMMUNITY

Notes to the accounts
for the year ended
30 June 2024

9 Creditors: amounts falling due within one year

	<u>2024</u>	<u>2023</u>
	£	£
Expense creditors and accruals	3,210	3,395
Total	<u>3,210</u>	<u>3,395</u>

10 Analysis of net assets between funds

	<u>General Funds</u>	<u>Restricted Funds</u>	<u>Total Funds</u>
	£	£	£
Tangible fixed assets	-	-	-
Current assets	222,784	75,835	298,619
Current liabilities	(3,210)		(3,210)
Net assets at 30 June 2024	<u>219,574</u>	<u>75,835</u>	<u>295,409</u>

11 Movements in funds

	<u>At 1 July 2023</u>	<u>Incoming resources</u>	<u>Outgoing resources</u>	<u>Transfers between funds</u>	<u>At 30 June 2024</u>
	£	£	£	£	£
<i>Restricted funds:</i>					
	63,250	186,725	(174,070)		75,905
Total restricted funds	<u>63,250</u>	<u>186,725</u>	<u>(174,070)</u>	<u>-</u>	<u>75,905</u>
<i>Unrestricted funds:</i>					
General fund	173,011	113,507	(67,014)		219,504
Total unrestricted funds	<u>173,011</u>	<u>113,507</u>	<u>(67,014)</u>	<u>-</u>	<u>219,504</u>
Total funds	<u>236,261</u>	<u>300,232</u>	<u>(241,084)</u>	<u>-</u>	<u>295,409</u>

Accounts

HEALTHWATCH TOWER HAMLETS T/A LOCAL VOICE

(Limited by Guarantee)

COMPANY NO.:8786829

CHARITY NO.:1158809

REPORT AND ACCOUNTS

**for the year ended
30 June 2023**

MARGARET TROTTER FCCA

**205 WELL STREET
LONDON E9 6QU**

HEALTHWATCH TOWER HAMLETS T/A LOCAL VOICE

Status: Company Limited by Guarantee No.8786829
Charity registration No.1158809
The Company's governing document is its Memorandum and Articles of Association dated 22 November 2013, as amended by resolution registered on 27 June 2014.

Registered Office: 80 Redmans Road
London E1 3AG

Trustee Directors

Committee: Mrs Karen Bollan. (resigned 31 August 2022)
Professor Tim Oliver
Mr Randal Smith
Stephanie Dowker
Fathimathuz Rofe (resigned 31 August 2022)
Ashton McGregor (appointed 31 August 2022)
Nurun Nessa. (appointed 16 February 2023 resigned 23 February 2023)

Manager and

Company Secretary: Dianne Barham

Independent

Examiner: Margaret Trotter FCCA
205 Well Street
London E9 6QU

Bankers:

CAF
25 Kings Hill Avenue
Kings Hill, West Maling
Kent ME19 4JQ

HEALTHWATCH TOWER HAMLETS

Financial Statements for the Year Ended 30 June 2023

Contents	Pages
Reference and Administrative Details	2
Report of the Board of Trustees	3-9
Independent Examiner's Report	10
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Notes to the Accounts	13-16

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Trustee Induction and Training

Trustees are recruited based on an evaluation of the balance of diverse skills and experience needed to govern the Charity. Potential Trustees attend meetings as observers and advisors and newly appointed Trustees receive induction information which contains information about the Charity, its structure and operations, board structure, Trustee duties, responsibilities and key policies. Trustees are encouraged to participate in activities to obtain a better appreciation of the Charity's operations. Training is provided to the Board as a need is identified.

Trustee Directors who served during the year and changes up to the accounts signing date were

Karen Bollan (resigned 31 August 2022)

Tim Oliver

Randal Smith

Stephanie Dowker

Fathimathuz Rofe (resigned 31 August 2022)

Nurun Nessa (appointed 16 February 2023 resigned 23 February 2023)

Ashton McGregor (appointed 31 August 2022)

Public Benefit

The Trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. The Trustees are satisfied that the Charity continues to deliver very tangible public benefit through its activities.

Statement of Trustees' Responsibilities

The Trustees (who are also the directors for the purposes of company law) are responsible for preparing the Report of the Board of Trustees and the financial statements in accordance with applicable law.

Company law requires the directors to prepare financial statements for each financial year. Under that law the trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law) and adopting the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard FRS 102 (effective 1 January 2019).

Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and the profit or loss of the company for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP;-
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the Trustees are aware:

- there is no relevant information of which the charity's Independent Examiner is unaware; and

HEALTHWATCH TOWER HAMLETS/LOCAL VOICE

- the trustees have taken all steps they ought to have taken to make themselves aware of any relevant information and to establish that the examiner is aware of that information.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

OBJECTIVES AND ACTIVITIES

Our mission is to put the voice of patients, carers, users and the local community at the centre of service planning, design and delivery. We give residents a stake in the local health and social care landscape to improve health and well-being. We support residents to navigate health and social care services and understand their journey.

Our charitable objects are:

The advancement of health and the relief of those in need by reason of youth, age, ill-health, disability or financial hardship by:

- (a) providing information and advice to the general public about local health and social care service;
- (b) making the views and experience of members of general public known to health and social care providers;
- (c) enabling local people to have a voice in the development, delivery and equality of access to local health and care services and facilities and;
- (d) providing training and the development of skills for volunteers and the wider community in understanding, reviewing, scrutinizing and monitoring local health and care services.

The Charity acts as the local independent champion for the public, aiming to promote better outcomes in health and social care for all by improving services as they operate today, or shaping how they will look in the future. The Charity also seeks to advance the education of the public in health and social care issues.

At an Extraordinary General Meeting on 31 August 2022 the Board agreed:

- to dissolve Healthwatch Tower Hamlets Ltd and establish a Charitable Incorporated Organisation (CIO) Local Voice in Your Community - to be known as Local Voice.
- to transfer the net assets of registered charity Healthwatch Tower Hamlets (Charity Number 1158809 - Company Number 0878682) to Local Voice in Your Community CIO from the date that our application is approved by the Charity Commissioners and dissolve Healthwatch Tower Hamlets Ltd

HEALTHWATCH TOWER HAMLETS/LOCAL VOICE

This change is required as Healthwatch Tower Hamlets Ltd is no longer the contract provider for Healthwatch Tower Hamlets and has expanded its remit to cover a wider geographical area including Healthwatch Waltham Forest, North East London Integrated Care Board (NEL ICB) and the wider health and care sector across England.

ACHIEVEMENTS AND PERFORMANCE

Healthwatch Tower Hamlets (trading as Local Voice) gathered 33,886 comments from local people across NEL and identified 104,901 issues about people's experience of health and social care services.

We continued to develop the NEL ICB Community Insights System with our Local Healthwatch partners, allowing us to produce and circulate over 56 regular quarterly reports and summary dashboards at NEL and Place Based Partnership level and 24 bespoke reports on particular services. You can find all our reports on the NEL ICB website

<https://www.northeastlondonhcp.nhs.uk/insight/healthwatch-and-community-insights/>

Our insights on:

- equity and equality of maternity services led to work to establish a 24/7 maternity helpline, clearer service information and signposting to support such as children's centres and baby banks, training for staff on trauma and cultural understanding to better support different communities.
- demand for same day appointments by different patient cohorts is supporting improvements in primary care access and outcomes.
- inequalities allowed the ICB to focus on customising communications to meet the needs of particular ethnic and disability groups, leading to better rates of uptake of immunisation and screening programmes.

Our work in NEL ICB has been recognised as Best Practice and has won national awards.

Case Studies

- [Parliamentary evidence report](#) Best practice in working with ICB.
- [NHS England Integrated Care Using Community Insights to improve care](#)
- [Healthwatch England](#) winner of the Healthwatch working with your ICS. category in 2021

We have secured investment from the ICB for 2023/24 to provide an enhanced insight offer and continue to provide bespoke reporting.

Healthwatch Waltham Forest published 44 reports covering patient experience and the improvements people would like to see to health and social care services. 3,564 people shared their experiences of health and social care services with us with over 15,000 separate insights, helping to

HEALTHWATCH TOWER HAMLETS/LOCAL VOICE

raise awareness of issues and improve care. 259 people came to us for clear advice and information. The most common topics were dental access and mental health.

We interviewed 22 Care Homes about new GP services for their residents. Feedback was very positive with resident wellbeing improving. Issues concerned access to dentistry, mental health and continence services.

We gathered feedback from over 1,000 people on their experience of accessing GPs. Insights suggest that different access systems for the generally well and for people with long-term conditions and the vulnerable may improve experience.

We worked with our neighbouring Healthwatch to look at urgent care and ambulance services. We found that to tackle A&E and urgent care services we need to tackle access to GP services. We are working with Waltham Forest GPs to develop solutions..

You can find all our reports on the Healthwatch Waltham Forest website [Healthwatch Waltham Forest Reports](#)

FINANCIAL REVIEW

The results for the year ended 30 June 2023 are set out in the Statement of Financial Activities on page 10. The assets and liabilities of the Charity as at 30 June 2023 are given in the Balance Sheet on page 11. The financial statements should be read in conjunction with their related notes which appear on pages 12 to 15.

Principal Funding Sources

Total income for the year was £304,087 (2022: 223,680)

The main source of funding for the Charity during the year was a contract with London Borough of Waltham Forest who commission Healthwatch services across the Borough. The 3 year contract commenced on 1 May 2022 the sum received was £102,382. The Charity also raised grants of £189,327 from NHS North East London CCG and other public health grants and £12,000 for other services. Expenditure in the year was £202,481 (2022: £205,378). The result was a surplus of £101,606, comprising an unrestricted surplus of £53,621 (2022: £3,037) and restricted funds to carry forward of £47,985 (2022: £15,265) to continue projects that carried over the year end.

Reserves

The Charity has reserves of £236,261(2022: £134,655) at 30 June 2023, classified as £63,250 restricted and £173,011 unrestricted. The Board keeps the level of reserves under regular review to ensure that they are adequate and appropriate to meet the requirements of the organisation. The Trustees have agreed a reserve policy, the focus of which is to ensure that the

HEALTHWATCH TOWER HAMLETS/LOCAL VOICE

Charity could meet all its commitments in the event that the core contract from the local authorities was cancelled. The Trustees have considered the current and future activities of the charity and the known levels of income and expenditure and are satisfied that the charity is a going concern.

PLANNING FOR FUTURE PERIODS

The Charity works closely with the London Borough of Waltham Forest to ensure that the services delivered meet the key outcomes and performance indicators of the contract and that we continue to maximise impact in the community. Through our work for NHS North East London we work across 7 boroughs. Annually, the Board agrees a work plan to be delivered to meet those contract objectives and this is monitored throughout the period.

We recognise the reliance the Charity has on the contract with the London Borough of Waltham Forest and the importance of ensuring that a Healthwatch contract continues. Our Strategic Plan includes an income generation strategy to diversify our income to broader service and geographical areas this includes taking a lead delivery role in the North East London ICB Community Insights project.

PRINCIPAL RISKS AND UNCERTAINTIES

The Charity's income is dependent upon funding which is subject to national commissioning (of Healthwatch). The Charity successfully tendered for the Healthwatch Waltham Forest contract that commenced in May 2022. We have begun to broaden our service provision to a wider range of NHS and Local Authority providers from across the North East London area.

Our aim is to deliver effective Healthwatch and community insight services which are valued locally and recognised nationally. This will mean expanding our provision to a broader range of organisations and other parts of London and nationally. Promotion of the good work we do will be critical as we seek to put the charity at the front of the drive for improvements in health and social care services.

All staff have been working at home effectively and face to face engagement is undertaken by an outreach team. We continue to also use phone, online communications and digital engagement with residents and all stakeholders.

Restrictions on Distribution

The Memorandum of Association prohibits the distribution of income and property of the Charity to the members. Upon dissolution or winding up of the Charity the assets shall be given or transferred to some similar institution or institutions having objects similar to the Charity.

Tax Status and Small Company Provisions

HEALTHWATCH TOWER HAMLETS/LOCAL VOICE

Healthwatch Tower Hamlets is a registered charity and is therefore potentially exempt from taxation of its income and gains as it falls within the definition of a Charity as defined in Part 1, Schedule 6 of the Finance Act 2010. No tax charge has arisen in the period. This report has been prepared in accordance with the special provisions for small companies and comply with the Statement of Recommended Practice - Accounting and Reporting by Charities FRS 102

Approved by the Board of Management on 15 March 2024.

Company Secretary

A handwritten signature in black ink, appearing to read 'D Barham', enclosed within a large, loopy oval shape.

Dianne Barham

**Independent Examiner's Report to the Trustees of
Healthwatch Tower Hamlets Ltd Trading As Local Voice**

I report on the financial statements of the charity for the period ended 30 June 2023.

This report is made solely to the Trustees, as a body, in accordance with Section 145 of the Charities Act 2011. My work has been undertaken so that I might state to the Trustees, those matters I am required to state to them and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the Charity and the Trustees as a body, for my work or for this report.

Respective responsibilities of trustees and examiner

The charity's trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of financial statements. The trustees consider that an audit is not required for this year under Section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the financial statements under Section 145 of the 2011 Act;
- to follow the procedures laid down in the General Directions given by the Charity Commission under section 145(5) of the 2011 Act; and
- to state where particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the financial statements presented with those records. It also includes consideration of any unusual items or disclosures in the financial statements and seeking explanations from you as Trustee Directors concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the financial statements present a 'true and fair view' and the report is limited to those matters set out in the statement below.

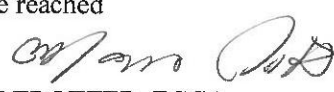
Independent examiner's statement

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached

Signed


MARGARET TROTTER FCCA
205 WELL STREET
LONDON E9 6QU

Dated 16 MAR 2024

HEALTHWATCH TOWER HAMLETS T/A LOCAL VOICE

Statement of Financial Activities Income and Expenditure Account for the year ended 30 June 2023

	<u>Note</u>	<u>Restricted Funds</u>	<u>Unrestricted Funds</u>	<u>Total Funds 2023</u>	<u>Restricted Funds</u>	<u>Unrestricted Funds</u>	<u>Total Funds 2022</u>
		£	£	£	£	£	£
Incoming resources							
Investment income		-	377	377			
Incoming resources from donations and charitable activities	2	189,327	114,383	303,710	60,080	163,600	223,680
Total incoming resources		<u>189,327</u>	<u>114,760</u>	<u>304,087</u>	<u>60,080</u>	<u>163,600</u>	<u>223,680</u>
Resources expended							
Costs of generating funds							
Cost of generating voluntary income	3	-	8,380	8,380		12,390	12,390
Charitable activities	4	<u>140,220</u>	<u>53,881</u>	<u>194,101</u>	<u>44,815</u>	<u>148,174</u>	<u>192,989</u>
Total resources expended		<u>140,220</u>	<u>62,261</u>	<u>202,481</u>	<u>44,815</u>	<u>160,564</u>	<u>205,379</u>
Net incoming/outgoing resources before transfers between funds		49,107	52,499	101,606	15,265	3,037	18,302
Transfers between funds		(1,122)	1,122	-			-
Net income/(expenditure) for the year		<u>47,985</u>	<u>53,621</u>	<u>101,606</u>	<u>15,265</u>	<u>3,037</u>	<u>18,302</u>
Reconciliation of funds	11						
Total funds brought forward		<u>15,265</u>	<u>119,390</u>	<u>134,655</u>		<u>116,353</u>	<u>116,353</u>
Total funds carried forward		<u>63,250</u>	<u>173,011</u>	<u>236,261</u>	<u>15,265</u>	<u>119,390</u>	<u>134,655</u>

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above.
Movements in funds are disclosed in Note 11 to the financial statements.

HEALTHWATCH TOWER HAMLETS T/A LOCAL VOICE

Company no. 8786829

Balance sheet

30 June 2023

	<u>Note</u>	<u>2023</u>	<u>2022</u>
		£	£
Fixed assets			
Tangible assets	7	-	-
Total fixed assets		-	-
Current assets			
Debtors	8	-	-
Cash at bank and in hand		239,656	144,277
Total current assets		239,656	144,277
Creditors: amounts falling due within one year	9	(3,395)	(9,622)
Net current assets/(liabilities)		236,261	134,655
Total assets less current liabilities		236,261	134,655
Net assets	10	236,261	134,655
The funds of the charity:			
Restricted funds		63,250	15,265
Unrestricted funds:			
General fund		173,011	119,390
Total unrestricted funds		173,011	134,655
Total charity funds	11	236,261	134,655

*For the year ending 30 June 2023 the company was entitled to exemption under section 477 of the Companies Act 2006 relating to smaller companies.

*The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

*The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

*The accounts have been prepared in accordance with the micro-entity provisions and delivered in accordance with the provisions applicable to companies subject to the small companies regime

Approved by the board on
And signed on their behalf by
Director Name
Signature

15 MARCH 2024
ASHTON MCGREGOR
A MCGREGOR

HEALTHWATCH TOWER HAMLETS T/A LOCAL VOICE

Notes to the accounts
for the year ended
30 June 2023

1 Accounting policies

The company constitutes a public benefit entity as defined by FRS102

The principal accounting policies are summarised below. The accounting policies have been applied consistently throughout the year and in the preceding year.

(i) Basis of accounting

The financial statements have been prepared under the historical cost convention, and in accordance with the Companies Act 2006, the Financial Reporting Standard applicable in the UK and the Republic of Ireland (effective 1 January 2015) and the Statement of Recommended Practice: Accounting and Reporting by Charities FRS 102.

(ii) Fund accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

Restricted funds are subject to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

(iii) Incoming resources

All incoming resources are included in the Statement of Financial Activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Voluntary income is received by way of grants, donations and gifts and is included in full when receivable. Income is deferred where entitlement has not yet been completed.
- Donated services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts.
- The main funding is a Heathwatch Grant and the company continues to be a going concern and is not wholly reliant on that grant.

(iv) Resources expended

Expenditure is accounted on an accrual basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates.

- Costs of generating funds comprise the costs associated with attracting voluntary income.
- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the examination fees and costs linked to the strategic management of the charity.
- All costs are allocated between the expenditure categories of the SOFA on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis.

(v) Pension costs

Payments under defined contribution pension schemes are accounted for as they fall due.

HEALTHWATCH TOWER HAMLETS T/A LOCAL VOICE

Notes to the accounts
for the year ended
30 June 2023

(vi) Fixed assets

Tangible fixed assets are stated at cost less accumulated depreciation. The cost of minor additions or those costing below £1,000 are not capitalised. Depreciation is provided at rates calculated to write off the cost of each asset over its expected useful life. The rates used are as follows:

Office Furniture and Equipment 25%

2 Incoming resources from charitable activities

	Restricted Funds	Unrestricted Funds	Total Funds 2023	Total Funds 2022
	£	£	£	£
Grants and Donations				
London Borough of Waltham Forest Healthwatch		102,383	102,383	134,787
Charitable activities	189,327		189,327	83,893
TH CVS and other service grants		12,000	12,000	5,000
Total	<u>189,327</u>	<u>114,383</u>	<u>303,710</u>	<u>223,680</u>

3 Cost of generating voluntary income

Salaries & Wages	<u>8,380</u>	<u>8,380</u>	<u>12,390</u>
Total	<u>-</u>	<u>8,380</u>	<u>12,390</u>

4 Charitable activities

Salaries and wages	90,767	52,131	142,898	122,620
Events	1,545		1,545	-
Marketing	1,081		1,081	888
Outreach	1,154		1,154	3,668
Office expenses, books & publications	7,653		7,653	9,584
Community Intelligence professional + consultancy	36,015		36,015	52,780
Financial management	1,584		1,584	1,543
Training	421		421	-
Governance		1,750	1,750	1,906
	-			
Total	<u>140,220</u>	<u>53,881</u>	<u>194,101</u>	<u>192,989</u>

5 Staff costs and numbers

	2023	2022
	£	£
Staff costs were as follows:		
Salaries and wages	143,222	123,901
Social Security costs	5,288	8,548
Pension costs	2,768	2,560
Total	<u>151,278</u>	<u>135,009</u>

HEALTHWATCH TOWER HAMLETS T/A LOCAL VOICE

Notes to the accounts
for the year ended
30 June 2023

No employee received emoluments of more than £60,000

The average number of employees during the year, calculated on the basis of full-time equivalents, was as follows:

	<u>2023</u> No.	<u>2022</u> No.
Advice & guidance	3.00	2.00
Administration & management	2.00	2.00
Total	<u>5.00</u>	<u>4.00</u>

6 Trustee and Key Management remuneration and expenses

The Chief Executive Dianne Barham received a salary of £33,518 for the year (2021: £58,135)

No trustees received any remuneration for the year

No trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity during the year

7 Tangible fixed assets

	<u>Office equipment</u>		<u>Total</u>
	£	£	£
<i>Cost</i>			
At 1 July 2022	6,322	-	6,322
Disposals	-	-	-
Additions	-	-	-
At 30 June 2023	<u>6,322</u>	<u>-</u>	<u>6,322</u>
<i>Accumulated depreciation</i>			
At 1 July 2022	6,322	-	6,322
Charge for the year	-	-	-
Disposals	-	-	-
At 30 June 2023	<u>6,322</u>	<u>-</u>	<u>6,322</u>
<i>Net book value</i>			
At 30 June 2023	<u>-</u>	<u>-</u>	<u>-</u>
At 30 June 2022	<u>-</u>	<u>-</u>	<u>-</u>

8 Debtors

	<u>2023</u> £	<u>2022</u> £
Trade debtors		
Other debtors		
Total	<u>-</u>	<u>-</u>

HEALTHWATCH TOWER HAMLETS T/A LOCAL VOICE

Notes to the accounts
for the year ended
30 June 2023

9 Creditors: amounts falling due within one year

	<u>2023</u> £	<u>2022</u> £
Expense creditors	95	4,456
Accruals	3,300	5,166
Total	<u><u>3,395</u></u>	<u><u>9,622</u></u>

10 Analysis of net assets between funds

	<u>General Funds</u> £	<u>Restricted Funds</u> £	<u>Total Funds</u> £
Tangible fixed assets	-	-	-
Current assets	176,406	63,250	239,656
Current liabilities	(3,395)		(3,395)
Net assets at 30 June 2023	<u><u>173,011</u></u>	<u><u>63,250</u></u>	<u><u>236,261</u></u>

11 Movements in funds

	<u>At 1 July 2022</u> £	<u>Incoming resources</u> £	<u>Outgoing resources</u> £	<u>Transfers between funds</u> £	<u>At 30 June 2023</u> £
<i>Restricted funds:</i>					
	15,265	189,327	(140,220)	(1,122)	63,250
Total restricted funds	<u><u>15,265</u></u>	<u><u>189,327</u></u>	<u><u>(140,220)</u></u>	<u><u>(1,122)</u></u>	<u><u>63,250</u></u>
<i>Unrestricted funds:</i>					
General fund	119,390	114,760	(62,261)	1,122	173,011
Total unrestricted funds	<u><u>119,390</u></u>	<u><u>114,760</u></u>	<u><u>(62,261)</u></u>	<u><u>1,122</u></u>	<u><u>173,011</u></u>
Total funds	<u><u>134,655</u></u>	<u><u>304,087</u></u>	<u><u>(202,481)</u></u>	<u><u>-</u></u>	<u><u>236,261</u></u>

Accounts

HEALTHWATCH TOWER HAMLETS

(Limited by Guarantee)

COMPANY NO.:8786829

CHARITY NO.:1158809

REPORT AND ACCOUNTS

**for the year ended
30 June 2022**

MARGARET TROTTER FCCA

**205 WELL STREET
LONDON E9 6QU**

HEALTHWATCH TOWER HAMLETS

Financial Statements for the Year Ended 30 June 2022

Contents	Pages
Reference and Administrative Details	2
Report of the Board of Trustees	3-9
Independent Examiner's Report	10
Statement of Financial Activities	11
Balance Sheet	12
Notes to the Accounts	13-16

HEALTHWATCH TOWER HAMLETS

Status: Company Limited by Guarantee No.8786829
Charity registration No.1158809
The Company's governing document is its Memorandum and Articles of Association dated 22 November 2013, as amended by resolution registered on 27 June 2014.

Registered Office: 80 Redmans Road
London E1 3AG

Trustee Directors Ms Myra Garrett (resigned 31 March 2022)
Committee: Mrs Karen Bollan. (resigned 31 August 2022)
Professor Tim Oliver
Mr Randal Smith
Stephanie Dowker
Fathimathuz Rofo (resigned 31 August 2022)
Ms Kate Melvin (resigned 2 February 2022)
Ashton McGregor (appointed 31 August 2022)
Nurun Nessa. (appointed 16 February 2023 resigned 23 February 2023)

Manager and
Company Secretary: Dianne Barham

Independent
Examiner: Margaret Trotter FCCA
205 Well Street
London E9 6QU

Bankers: CAF
25 Kings Hill Avenue
Kings Hill, West Maling
Kent ME19 4JQ

HEALTHWATCH TOWER HAMLETS

Report of the Board of Trustees for the year ended 30 June 2022

The Trustees present their report and the financial statements for the year to 30 June 2022.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

Healthwatch Tower Hamlets ("The Charity") is a registered charity and was incorporated on 22 November 2013 as a company limited by guarantee. Its governing document is its Memorandum and Articles of Association that were amended by special resolution registered on 27 June 2014. The Charity was registered by the Charity Commission on 7 October 2014.

Recruitment and Appointment of the Board of Management

The management of the Charity is undertaken by a Board of Trustees that were first appointed following external recruitment in 2013 and elections in 2014. The Chair of Charity during the year was Mr Randal Smith. All Trustees live or work in the London Borough of Tower Hamlets and bring a range of skills and experience to the Board.

Trustee Induction and Training

Trustees are recruited based on an evaluation of the balance of diverse skills and experience needed to govern the Charity. Potential Trustees attend meetings as observers and advisors and newly appointed Trustees receive induction information which contains information about the Charity, its structure and operations, board structure, Trustee duties, responsibilities and key policies. Trustees are encouraged to participate in activities to obtain a better appreciation of the Charity's operations. Training is provided to the Board as a need is identified.

Trustee Directors who served during the year and changes up to the accounts signing date were

Myra Garrett. (resigned 31 March 2022)

Karen Bollan (resigned 31 August 2022)

Tim Oliver

Randal Smith

Stephanie Dowker

Fathimathuz Rofo (resigned 31 August 2022)

Kate Melvin (resigned 2 February 2022)

Nurun Nessa (appointed 16 February 2023 resigned 23 February 2023)

Ashton McGregor (appointed 31 August 2022)

HEALTHWATCH TOWER HAMLETS

Public Benefit

The Trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. The Trustees are satisfied that the Charity continues to deliver very tangible public benefit through its activities.

Statement of Trustees' Responsibilities

The Trustees (who are also the directors for the purposes of company law) are responsible for preparing the Report of the Board of Trustees and the financial statements in accordance with applicable law.

Company law requires the directors to prepare financial statements for each financial year. Under that law the trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law) and adopting the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard FRS 102 (effective 1 January 2019).

Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and the profit or loss of the company for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP;-
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

HEALTHWATCH TOWER HAMLETS

In so far as the Trustees are aware:

- there is no relevant information of which the charity's Independent Examiner is unaware; and
- the trustees have taken all steps they ought to have taken to make themselves aware of any relevant information and to establish that the examiner is aware of that information.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

OBJECTIVES AND ACTIVITIES

Our mission is to put the voice of patients, carers, users and the local community at the centre of service planning, design and delivery. We give residents a stake in the local health and social care landscape to improve the health and well-being of the borough. We support residents to navigate health and social care services and understand their journey.

Our charitable objects are:

The advancement of health and the relief of those in need by reason of youth, age, ill-health, disability or financial hardship by:

- (a) providing information and advice to the general public about local health and social care service;
- (b) making the views and experience of members of general public known to health and social care providers;
- (c) enabling local people to have a voice in the development, delivery and equality of access to local health and care services and facilities and;
- (d) providing training and the development of skills for volunteers and the wider community in understanding, reviewing, scrutinizing and monitoring local health and care services.

The Charity acts as the local independent consumer champion for the public, aiming to promote better outcomes in health and social care for all by improving services as they operate today, or shaping how they will look in the future. The Charity also seeks to advance the education of the public in health and social care issues.

This year at an Extraordinary General Meeting on 31 August 2022 the Board agreed:

- to dissolve Healthwatch Tower Hamlets Ltd and establish a Charitable Incorporated Organisation (CIO) Local Voice in Your Community - to be known as Local Voice.
- to transfer the net assets of registered charity Healthwatch Tower Hamlets (Charity Number 1158809 - Company Number 0878682) to

HEALTHWATCH TOWER HAMLETS

Local Voice in Your Community CIO from the date that our application is approved by the Charity Commissioners and dissolve Healthwatch Tower Hamlets Ltd

This change is required as Healthwatch Tower Hamlets Ltd is no longer the contract provider for Healthwatch Tower Hamlets and has expanded its remit to cover a wider geographical area including Healthwatch Waltham Forest, North East London Integrated Care Board and the wider health and care sector across England.

ACHIEVEMENTS AND PERFORMANCE

Nearly 3,000 local people shared their experience of health and social care services. We used these to inform our 25 reports; making 80 recommendations for service improvement across public, primary, social and hospital care. 58 volunteers helped us to carry out our work. In total, they contributed 328 days.

We led the eight North East London local Healthwatch community insights project which won the Healthwatch Award 2021 for 'Working with your integrated care system'. The award recognised the impact we had on the pandemic response by providing fast, regular and comprehensive insight about people's experiences of care.

Our work engaging with disabled residents provided rapid insights on the information needs of groups in the community allowed the North East London pandemic response to adapt messaging to reach the most vulnerable, leading to better outcomes in vaccine uptake and targeted care support where it was most needed.

We let health and care providers know how digital access could help or hinder local peoples access to care. GP and hospital providers were able to profile their patient groups in terms of likely appointment preferences and train their staff to offer alternatives to virtual appointments to the most vulnerable in the community. Work on developing a strong digital offer for those who prefer it is now underway with the aim of releasing pressure across urgent care.

We worked to understand the impact on long waiting times for hospital care leading to information on how to stay well while waiting being provided on the Tower Hamlets Connect information and advice service and more information on psychological support on the Barts website.

We looked at over 6,000 comments on GP access to understand the impact of the Covid pandemic and potential inequalities. We worked to encourage GP services to provide:

- A telephone system that works for patients.
- GP websites that explain clearly how to access practice services.
- Digital access that is clear, simple and works for those who prefer it.

HEALTHWATCH TOWER HAMLETS

- Additional help for those who are struggling so that they have equal outcomes.

FINANCIAL REVIEW

The results for the period ended 30 June 2022 are set out in the Statement of Financial Activities on page 10. The assets and liabilities of the Charity as at 30 June 2022 are given in the Balance Sheet on page 11. The financial statements should be read in conjunction with their related notes which appear on pages 12 to 15.

Principal Funding Sources

Total income for the year was £223,680 (2021: 225,266)

The main source of funding for the Charity during the year was a contract with London Borough of Tower Hamlets who commissioned Healthwatch Tower Hamlets to provide services across the Borough. In the year ended 30 June 2022 the contract sum was £134,787 (2021: £179,716). That contract ended on 31 March 2022. The income was used to meet the running costs of the Charity and to undertake activities in furtherance of its objectives. The charity successfully tendered for a Healthwatch contract with London Borough of Waltham Forest that commenced on 1 May 2022. The Charity also raised grants of £88,893 from NHS North East CCG and other public health grants. Expenditure in the year was £205,379 (2021: £223,406) resulting in an unrestricted surplus of £3,037 (2021: £1,860) and restricted funds to carry forward of £15,265 (2021: £0)

Reserves

The Charity has reserves of £134,655 (2021: £116,353) at 30 June 2022, classified as £15,265 restricted and £119,390 unrestricted. The Board keeps the level of reserves under regular review to ensure that they are adequate and appropriate to meet the requirements of the organisation. The Trustees have agreed a reserve policy, the focus of which is to ensure that the Charity could meet all its commitments in the event that the core contract from the local authorities was cancelled. The Trustees have considered the current and future activities of the charity and the known levels of income and expenditure and are satisfied that the charity is a going concern.

PLANNING FOR FUTURE PERIODS

The Charity works closely with the London Borough of Waltham Forest to ensure that the services delivered meet the key outcomes and performance indicators of the contract and that we continue to maximise impact in the community. Through our work for NHS North East London CCG we work across 7 boroughs. Annually, the Board agrees a work plan to be delivered to meet those contract objectives and this is monitored throughout the period.

HEALTHWATCH TOWER HAMLETS

We recognise the reliance the Charity has on the contract with the London Borough of Waltham Forest and the importance of ensuring that a Healthwatch contract continues. Our Strategic Plan includes an income generation strategy to diversify our income to broader service and geographical areas this includes taking a lead delivery role in the North East London CCG Covid Community Insights project.

PRINCIPAL RISKS AND UNCERTAINTIES

The Charity's income is dependent upon funding which is subject to national commissioning (of Healthwatch). The Charity successfully tendered for the Healthwatch Waltham Forest contract that commenced in May 2022.

All staff have been working at home effectively during the pandemic. Although face to face engagement was cancelled we moved to phone, online communications and digital engagement with residents and all stakeholders.

Our aim is to deliver effective Healthwatch services which are valued locally and recognised nationally. Promotion of the good work we do will be critical as we seek to put the charity at the front of the drive for improvements in health and social care services. We need to balance the strategic oversight with local operational activities to benefit the many interested parties across the borough in which we operate.

The HWTB Board and Team have considered how best to deliver the contracted work under COVID-19 restrictions and have developed alternate methods of delivery, in keeping with Healthwatch England guidance, that best allows achievement of contractual and work objectives for the borough of Tower Hamlets.

We need to continue to ensure maximum participation via local membership which will give us the credibility we need amongst local health and social care practitioners.

Restrictions on Distribution

The Memorandum of Association prohibits the distribution of income and property of the Charity to the members. Upon dissolution or winding up of the Charity the assets shall be given or transferred to some similar institution or institutions having objects similar to the Charity.

Tax Status and Small Company Provisions

Healthwatch Tower Hamlets is a registered charity and is therefore potentially exempt from taxation of its income and gains as it falls within the definition of a Charity as defined in Part 1, Schedule 6 of the Finance Act 2010. No tax charge has arisen in the period. This report has been prepared in accordance with the special provisions for small companies and comply with the Statement of Recommended Practice - Accounting and Reporting by Charities FRS 102

HEALTHWATCH TOWER HAMLETS

Approved by the Board of Management on

Company Secretary

A handwritten signature in black ink, appearing to read 'D Barham', enclosed within a large, loopy oval shape.

Dianne Barham
15 March 2023

Independent Examiner's Report to the Trustees of Healthwatch Tower Hamlets Ltd

I report on the financial statements of the charity for the period ended 30 June 2022.

This report is made solely to the Trustees, as a body, in accordance with Section 145 of the Charities Act 2011. My work has been undertaken so that I might state to the Trustees, those matters I am required to state to them and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the Charity and the Trustees as a body, for my work or for this report.

Respective responsibilities of trustees and examiner

The charity's trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of financial statements. The trustees consider that an audit is not required for this year under Section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the financial statements under Section 145 of the 2011 Act;
- to follow the procedures laid down in the General Directions given by the Charity Commission under section 145(5) of the 2011 Act; and
- to state where particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the financial statements presented with those records. It also includes consideration of any unusual items or disclosures in the financial statements and seeking explanations from you as Trustee Directors concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the financial statements present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent examiner's statement

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached

Signed



Dated 24 April 2023

MARGARET TROTTER FCCA
205 WELL STREET
LONDON E9 6QU

HEALTHWATCH TOWER HAMLETS

Statement of Financial Activities Income and Expenditure Account for the year ended 30 June 2022

	<u>Note</u>	<u>Restricted Funds</u>	<u>Unrestricted Funds</u>	<u>Total Funds 2022</u>	<u>Restricted Funds</u>	<u>Unrestricted Funds</u>	<u>Total Funds 2021</u>
		£	£	£	£	£	£
Incoming resources							
Incoming resources from donations and charitable activities	2	60,080	163,600	223,680		225,266	225,266
<i>Total incoming resources</i>		<u>60,080</u>	<u>163,600</u>	<u>223,680</u>	<u>-</u>	<u>225,266</u>	<u>225,266</u>
Resources expended							
Costs of generating funds							
Cost of generating voluntary income	3	-	12,390	12,390		13,835	13,835
Charitable activities	4	44,815	148,174	192,989		209,571	209,571
<i>Total resources expended</i>		<u>44,815</u>	<u>160,564</u>	<u>205,379</u>	<u>-</u>	<u>223,406</u>	<u>223,406</u>
<i>Net incoming/outgoing resources before transfers between funds</i>		15,265	3,037	18,302	-	1,860	1,860
<i>Net income/(expenditure) for the year</i>		<u>15,265</u>	<u>3,037</u>	<u>18,302</u>	<u>-</u>	<u>1,860</u>	<u>1,860</u>
Reconciliation of funds							
Total funds brought forward	11	-	116,353	116,353		114,493	114,493
<i>Total funds carried forward</i>		<u>15,265</u>	<u>119,390</u>	<u>134,655</u>	<u>-</u>	<u>116,353</u>	<u>116,353</u>

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 11 to the financial statements.

HEALTHWATCH TOWER HAMLETS

Company no. 8786829

Balance sheet

30 June 2022

	<u>Note</u>	<u>2022</u>	<u>2021</u>
		£	£
Fixed assets			
Tangible assets	7	-	-
Total fixed assets		-	-
Current assets			
Debtors	8	-	44,929
Cash at bank and in hand		144,277	120,519
Total current assets		144,277	165,448
Creditors: amounts falling due within one year	9	(9,622)	(49,095)
Net current assets/(liabilities)		134,655	116,353
Total assets less current liabilities		134,655	116,353
Net assets	10	134,655	116,353
The funds of the charity:			
Restricted funds		15,265	-
Unrestricted funds:			
General fund		119,390	116,353
Total unrestricted funds		119,390	116,353
Total charity funds	11	134,655	116,353

*For the year ending 30 June 2022 the company was entitled to exemption under section 477 of the Companies Act 2006 relating to smaller companies.

*The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

*The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

*The accounts have been prepared in accordance with the micro-entity provisions and delivered in accordance with the provisions applicable to companies subject to the small companies regime

Approved by the board on 9/03/23
And signed on their behalf by
Director Name ASHTON MCGREGOR
Signature A Mcgregor

HEALTHWATCH TOWER HAMLETS

Notes to the accounts
for the year ended
30 June 2022

1 Accounting policies

The company constitutes a public benefit entity as defined by FRS102

The principal accounting policies are summarised below. The accounting policies have been applied consistently throughout the year and in the preceding year.

(i) Basis of accounting

The financial statements have been prepared under the historical cost convention, and in accordance with the Companies Act 2006, the Financial Reporting Standard applicable in the UK and the Republic of Ireland (effective 1 January 2015) and the Statement of Recommended Practice: Accounting and Reporting by Charities FRS 102.

(ii) Fund accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

Restricted funds are subject to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

(iii) Incoming resources

All incoming resources are included in the Statement of Financial Activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Voluntary income is received by way of grants, donations and gifts and is included in full when receivable. Income is deferred where entitlement has not yet been completed.
- Donated services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts.
- The main funding is a Heathwatch Grant and the company continues to be a going concern and is not wholly reliant on that grant.

(iv) Resources expended

Expenditure is accounted on an accrual basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates.

- Costs of generating funds comprise the costs associated with attracting voluntary income.
- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the examination fees and costs linked to the strategic management of the charity.
- All costs are allocated between the expenditure categories of the SOFA on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis.

(v) Pension costs

Payments under defined contribution pension schemes are accounted for as they fall due.

HEALTHWATCH TOWER HAMLETS

Notes to the accounts
for the year ended
30 June 2022

(vi) Fixed assets

Tangible fixed assets are stated at cost less accumulated depreciation. The cost of minor additions or those costing below £1,000 are not capitalised. Depreciation is provided at rates calculated to write off the cost of each asset over its expected useful life. The rates used are as follows:

Office Furniture and Equipment 25%

2 Incoming resources from charitable activities

	<u>Restricted Funds</u> £	<u>Unrestricted Funds</u> £	<u>Total Funds 2022</u> £	<u>Total Funds 2021</u> £
Grants and Donations				
London Borough of Tower Hamlets Healthwatch		134,787	134,787	179,716
Charitable activities	55,080	28,813	83,893	45,550
TH CVS	5,000		5,000	
Total	<u>60,080</u>	<u>163,600</u>	<u>223,680</u>	<u>225,266</u>

3 Cost of generating voluntary income

Salaries & Wages	<u>12,390</u>	<u>12,390</u>	<u>13,835</u>
Total	<u>-</u>	<u>12,390</u>	<u>13,835</u>

4 Charitable activities

Salaries and wages	22,315	100,305	122,620	123,521
Events			-	-
Marketing		888	888	427
Outreach	2,000	1,668	3,668	2,414
Rent and rates				6,971
Office expenses, books & publications		9,584	9,584	8,001
Community Intelligence professional + consultancy	20,500	32,280	52,780	61,633
Financial management		1,543	1,543	364
Depreciation				1,851
Training				2,560
Governance				79
Communication		156	156	1,750
Independent Examination	-	1,750	1,750	1,750
Total	<u>44,815</u>	<u>148,174</u>	<u>192,989</u>	<u>209,571</u>

5 Staff costs and numbers

	<u>2022</u> £	<u>2021</u> £
Staff costs were as follows:		
Salaries and wages	123,901	123,428
Social Security costs	8,548	7,931
Pension costs	2,560	2,539
Total	<u>135,009</u>	<u>133,898</u>

HEALTHWATCH TOWER HAMLETS

Notes to the accounts
for the year ended
30 June 2022

No employee received emoluments of more than £60,000

The average number of employees during the year, calculated on the basis of full-time equivalents, was as follows:

	<u>2022</u> No.	<u>2021</u> No.
Advice & guidance	2.00	1.50
Administration & management	2.00	2.00
Total	<u>4.00</u>	<u>3.50</u>

6 Trustee and Key Management remuneration and expenses

The Chief Executive Dianne Barham received a salary of £58,135 for the year (2021: £59,173)
No trustees received any remuneration for the year

No trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity during the year

7 Tangible fixed assets

	<u>Office equipment</u> £	£	<u>Total</u> £
<i>Cost</i>			
At 1 July 2021	6,322	-	6,322
Disposals	-	-	-
Additions			-
At 30 June 2022	<u>6,322</u>	<u>-</u>	<u>6,322</u>
<i>Accumulated depreciation</i>			
At 1 July 2021	6,322	-	6,322
Charge for the year	-	-	-
Disposals	-	-	-
At 30 June 2022	<u>6,322</u>	<u>-</u>	<u>6,322</u>
<i>Net book value</i>			
At 30 June 2022	<u>-</u>	<u>-</u>	<u>-</u>
At 30 June 2021	<u>-</u>	<u>-</u>	<u>-</u>

8 Debtors

	<u>2022</u> £	<u>2021</u> £
Trade debtors - LBTH Grant		44,929
Other debtors NHS Grant Primary Care		
Total	<u>-</u>	<u>44,929</u>

9 Creditors: amounts falling due within one year

2022 2021

HEALTHWATCH TOWER HAMLETS

Notes to the accounts
for the year ended
30 June 2022

	£	£
Expense creditors	4,456	15,129
Accruals	5,166	5,166
Deferred income		28,800
Total	<u>9,622</u>	<u>49,095</u>

10 Analysis of net assets between funds

	<u>General Funds</u> £	<u>Restricted Funds</u> £	<u>Total Funds</u> £
Tangible fixed assets	-	-	-
Current assets	129,012	15,265	144,277
Current liabilities	(9,622)		(9,622)
Net assets at 30 June 2022	<u>119,390</u>	<u>15,265</u>	<u>134,655</u>

11 Movements in funds

	<u>At 1 July 2021</u> £	<u>Incoming resources</u> £	<u>Outgoing resources</u> £	<u>Management charges</u> £	<u>At 30 June 2022</u> £
<i>Restricted funds:</i>					
	-	60,080	(44,815)	-	15,265
Total restricted funds	<u>-</u>	<u>60,080</u>	<u>(44,815)</u>	<u>-</u>	<u>15,265</u>
<i>Unrestricted funds:</i>					
General fund	116,353	163,600	(160,564)	-	119,390
Total unrestricted funds	<u>116,353</u>	<u>163,600</u>	<u>(160,564)</u>	<u>-</u>	<u>119,390</u>
Total funds	<u>116,353</u>	<u>223,680</u>	<u>(205,379)</u>	<u>-</u>	<u>134,655</u>

Accounts

HEALTHWATCH TOWER HAMLETS

(Limited by Guarantee)

COMPANY NO.:8786829

CHARITY NO.:1158809

REPORT AND ACCOUNTS

**for the year ended
30 June 2021**

MARGARET TROTTER FCCA

**205 WELL STREET
LONDON E9 6QU**

HEALTHWATCH TOWER HAMLETS

Financial Statements for the Year Ended 30 June 2021

Contents	Pages
Reference and Administrative Details	2
Report of the Board of Trustees	3-8
Independent Examiner's Report	9
Statement of Financial Activities	10
Balance Sheet	11
Notes to the Accounts	12-15

HEALTHWATCH TOWER HAMLETS

Status: Company Limited by Guarantee No.8786829
Charity registration No.1158809
The Company's governing document is its Memorandum and Articles of Association dated 22 November 2013, as amended by resolution registered on 27 June 2014.

Registered Office: Mile End Hospital
Bancroft Road, LONDON E1 4DG

Management Committee: Ms Myra Garrett
Mrs Karen Bollan
Mr David Kevin Burbidge (resigned 28 December 2020)
Professor Tim Oliver
Mr Randal Smith
Mr Iain MacLeod (resigned 16 December 2021)
Stephanie Dowker
Fathimathuz Rofo
Ms Kate Melvin (resigned 2 February 2022)

Manager and Company Secretary: Dianne Barham

Independent Examiner: Margaret Trotter FCCA
205 Well Street
London E9 6QU

Bankers: CAF
25 Kings Hill Avenue
Kings Hill, West Maling
Kent ME19 4JQ

HEALTHWATCH TOWER HAMLETS

Report of the Board of Trustees for the year ended 30 June 2021

The Trustees present their report and the financial statements for the year to 30 June 2021.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

Healthwatch Tower Hamlets ("The Charity") is a registered charity and was incorporated on 22 November 2013 as a company limited by guarantee. Its governing document is its Memorandum and Articles of Association that were amended by special resolution registered on 27 June 2014. The Charity was registered by the Charity Commission on 7 October 2014.

Recruitment and Appointment of the Board of Management

The management of the Charity is undertaken by a Board of Trustees that were first appointed following external recruitment in 2013 and elections in 2014. The Co Chairs of Charity during the year were Mr David Burbidge and Mr Randal Smith. All Trustees live or work in the London Borough of Tower Hamlets and bring a range of skills and experience to the Board.

Trustee Induction and Training

Trustees are recruited based on an evaluation of the balance of diverse skills and experience needed to govern the Charity. Potential Trustees attend meetings as observers and advisors and newly appointed Trustees receive induction information which contains information about the Charity, its structure and operations, board structures, Trustee duties and responsibilities and key policies. Trustees are encouraged to participate in activities to obtain a better appreciation of the Charity's operations. Training is provided to the Board as a need is identified.

Changes in Trustees

Trustees resignations were Ms Kate Melvin 2 February 2022, Iain MacLeod 16 December 2021, David Burbidge 28 December 2020.

Public Benefit

The Trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. The Trustees are satisfied that the Charity continues to deliver very tangible public benefit through its activities.

HEALTHWATCH TOWER HAMLETS

Statement of Trustees' Responsibilities

The Trustees (who are also the directors for the purposes of company law) are responsible for preparing the Report of the Board of Trustees and the financial statements in accordance with applicable law.

Company law requires the directors to prepare financial statements for each financial year. Under that law the trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law) and adopting the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard FRS 102 (effective 1 January 2019).

Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and the profit or loss of the company for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the Trustees are aware:

- there is no relevant information of which the charity's Independent Examiner is unaware; and
- the trustees have taken all steps they ought to have taken to make themselves aware of any relevant information and to establish that the examiner is aware of that information.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and

HEALTHWATCH TOWER HAMLETS

dissemination of financial statements may differ from legislation in other jurisdictions.

OBJECTIVES AND ACTIVITIES

Our mission is to put the voice of Tower Hamlets patients, carers, users and the local community at the centre of service planning, design and delivery. We give residents a stake in the local health and social care landscape to improve the health and well-being of the borough. We support residents to navigate health and social care services and understand their journey.

Our charitable objects are:

The advancement of health and the relief of those in need by reason of youth, age, ill-health, disability or financial hardship within the geographical boundaries of Tower Hamlets by:

- (a) providing information and advice to the general public about local health and social care service;
- (b) making the views and experience of members of general public known to health and social care providers;
- (c) enabling local people to have a voice in the development, delivery and equality of access to local health and care services and facilities and;
- (d) providing training and the development of skills for volunteers and the wider community in understanding, reviewing, scrutinizing and monitoring local health and care services.

The Charity acts as the local independent consumer champion for the public, aiming to promote better outcomes in health and social care for all in the London Borough of Tower Hamlets by improving services as they operate today, or shaping how they will look in the future. The Charity also seeks to advance the education of the public in health and social care issues.

We aim to reach out to everyone in the community by:

- Operating as a free membership based charity open to everyone who lives, or uses health and social care services in Tower Hamlets;
- Collecting the views of local people about their needs for, and experience of, local health and social care services;
- Making these views and experiences known to decision makers, local stakeholders, Healthwatch England and the Care Quality Commission;
- Undertaking research, reporting and making recommendations about how those services could be improved;
- Promoting and supporting the involvement of local people in the monitoring, commissioning and provision of local services; and
- Providing information to help people access and make informed choices about services.

HEALTHWATCH TOWER HAMLETS

ACHIEVEMENTS AND PERFORMANCE

Over 4,000 local people shared their experience of health and social care services. We used these to inform our 20 reports; making 128 recommendations for service improvement across public, primary, social and hospital care. 103 volunteers helped us to carry out our work. In total, they contributed 483 hours.

We led a Covid community insights project with our eight neighbouring Healthwatch for the North East London Integrated Care System. This has gathered nearly 60,000 issues and is seen as a national model of innovation.

Covid made our work on improving access to care even more important. As GPs moved to remote working and increased digital appointments, we looked at the impact on different groups within our communities.

Our insights helped GPs and hospitals adapt their systems quickly and helped them to train their staff to identify and address likely inequalities as they arose.

Our work into what makes a healthy community increased understanding of the factors impacting on inequalities locally.

Professor Sir Michael Marmot led our webinar on inequalities and Covid. We presented evidence to the Tower Hamlets local Inequalities Commission supporting their recommendations.

Our recommendations informed the new Borough Health and Wellbeing Strategy.

FINANCIAL REVIEW

The results for the period ended 30 June 2021 are set out in the Statement of Financial Activities on page 10. The assets and liabilities of the Charity as at 30 June 2021 are given in the Balance Sheet on page 11. The financial statements should be read in conjunction with their related notes which appear on pages 12 to 15.

Principal Funding Sources

The main source of funding for the Charity is the contract with London Borough of Tower Hamlets who commission Healthwatch Tower Hamlets to provide services across the Borough. In the year ended 30 June 2021 the contract sum was £179,716 (2020: £179,716). The income was used to meet the running costs of the Charity and to undertake activities in furtherance of its objectives. The Charity also raised £45,550 of additional income contracting with NHS North East London Commissioning Alliance, CCG and Public Health. Expenditure in the year was £223,406 (2020: £185,800) resulting in an unrestricted surplus of £1,860 (2020: £86). The Charity obtained Trusted Charity Mark status.

HEALTHWATCH TOWER HAMLETS

Reserves

The Charity has reserves of £116,353 (2020: £114,493) at 30 June 2021 all classified as unrestricted. The Board keeps the level of reserves under regular review to ensure that it is adequate and appropriate to meet the requirements of the organisation. The Trustees have agreed a reserve policy, the focus of which is to ensure that the Charity could meet all its commitments in the event that the core contract from the local authorities was cancelled. The Trustees have considered the current and future activities of the charity and the known levels of income and expenditure and are satisfied that the charity is a going concern.

PLANNING FOR FUTURE PERIODS

The Charity continues to work closely with the London Borough of Tower Hamlets to ensure that the services delivered meet the key outcomes and performance indicators of the contract and that we continue to maximise our impact in the community. Annually, the Board agrees a work plan to be delivered to meet those contract objectives and this is monitored throughout the period.

We recognise the reliance the Charity has on the contract with the London Borough of Tower Hamlets and the importance of ensuring that a Healthwatch contract continues. Our Strategic Plan includes an income generation strategy to diversify our income to broader service and geographical areas this includes taking a lead delivery role in the North East London CCG Covid Community Insights project.

PRINCIPAL RISKS AND UNCERTAINTIES

The Charity's income is dependent upon funding which is subject to national commissioning (of Healthwatch) and the local commissioning award to Healthwatch Tower Hamlets. The contract ends on 31 March 2022. The Charity successfully tendered for the Healthwatch Waltham Forest contract that will commence in April 2022.

All staff have been working at home effectively during the pandemic. Although face to face engagement was cancelled we moved to phone, online communications and digital engagement with residents and all stakeholders.

Our aim is to deliver effective Healthwatch services which are valued locally and recognised nationally. Promotion of the good work we do will be critical as we seek to put Healthwatch Tower Hamlets at the front of the drive for improvements in health and social care services. We need to balance the strategic oversight with local operational activities to benefit the many interested parties across the Borough.

HEALTHWATCH TOWER HAMLETS

The HWTH Board and Team have considered how best to deliver the contracted work under COVID-19 restrictions and have developed alternate methods of delivery, in keeping with Healthwatch England guidance, that best allows achievement of contractual and work objectives for the borough of Tower Hamlets.

We need to continue to ensure maximum participation via local membership which will give us the credibility we need amongst local health and social care practitioners.

Restrictions on Distribution

The Memorandum of Association prohibits the distribution of income and property of the Charity to the members. Upon dissolution or winding up of the Charity the assets shall be given or transferred to some similar institution or institutions having objects similar to the Charity.

Tax Status and Small Company Provisions

Healthwatch Tower Hamlets is a registered charity and is therefore potentially exempt from taxation of its income and gains as it falls within the definition of a Charity as defined in Part 1, Schedule 6 of the Finance Act 2010. No tax charge has arisen in the period. This report has been prepared in accordance with the special provisions for small companies and comply with the Statement of Recommended Practice - Accounting and Reporting by Charities FRS 102

Approved by the Board of Management on

16 MARCH 2022



Trustee Director
Karen Bollan

Independent Examiner's Report to the Trustees of Healthwatch Tower Hamlets Ltd

I report on the financial statements of the charity for the period ended 30 June 2021. This report is made solely to the Trustees, as a body, in accordance with Section 145 of the Charities Act 2011. My work has been undertaken so that I might state to the Trustees, those matters I am required to state to them and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the Charity and the Trustees as a body, for my work or for this report.

Respective responsibilities of trustees and examiner

The charity's trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of financial statements. The trustees consider that an audit is not required for this year under Section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the financial statements under Section 145 of the 2011 Act;
- to follow the procedures laid down in the General Directions given by the Charity Commission under section 145(5) of the 2011 Act; and
- to state where particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the financial statements presented with those records. It also includes consideration of any unusual items or disclosures in the financial statements and seeking explanations from you as Trustee Directors concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the financial statements present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent examiner's statement

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached

Signed



Dated 17 March 2022

MARGARET TROTTER FCCA
205 WELL STREET
LONDON E9 6QU

HEALTHWATCH TOWER HAMLETS

Statement of Financial Activities Income and Expenditure Account for the year ended 30 June 2021

	<u>Note</u>	<u>Restricted Funds</u>	<u>Unrestricted Funds</u>	<u>Total Funds 2021</u>	<u>Restricted Funds</u>	<u>Unrestricted Funds</u>	<u>Total Funds 2020</u>
		£	£	£	£	£	£
Incoming resources							
Incoming resources from donations and charitable activities	2	-	225,266	225,266	1,170	184,716	185,886
<i>Total incoming resources</i>		-	225,266	225,266	1,170	184,716	185,886
Resources expended							
Costs of generating funds							
Cost of generating voluntary income	3	-	13,835	13,835		10,160	10,160
Charitable activities	4	-	209,571	209,571	24,413	151,227	175,640
<i>Total resources expended</i>		-	223,406	223,406	24,413	161,387	185,800
<i>Net incoming/outgoing resources before transfers between funds</i>		-	1,860	1,860	(23,243)	23,329	86
<i>Net income/(expenditure) for the year</i>		-	1,860	1,860	(23,243)	23,329	86
Reconciliation of funds							
Total funds brought forward	11	-	114,493	114,493	23,243	91,164	114,407
<i>Total funds carried forward</i>		-	116,353	116,353	-	114,493	114,493

HEALTHWATCH TOWER HAMLETS

Company no. 8786829

Balance sheet

30 June 2021

	<u>Note</u>	<u>2021</u>	<u>2020</u>
		£	£
Fixed assets			
Tangible assets	7	-	1,851
<i>Total fixed assets</i>		-	1,851
Current assets			
Debtors	8	44,929	44,929
Cash at bank and in hand		120,519	73,892
<i>Total current assets</i>		165,448	118,821
Creditors: amounts falling due within one year	9	(49,095)	(6,179)
<i>Net current assets/(liabilities)</i>		116,353	112,642
Total assets less current liabilities		116,353	114,493
<i>Net assets</i>	10	116,353	114,493
The funds of the charity:			
Restricted funds		-	-
Unrestricted funds:			
General fund		116,353	114,493
Total unrestricted funds		116,353	114,493
<i>Total charity funds</i>	11	116,353	114,493

*For the year ending 30 June 2021 the company was entitled to exemption under section 477 of the Companies Act 2006 relating to smaller companies.

*The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

*The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

*The accounts have been prepared in accordance with the micro-entity provisions and delivered in accordance with the provisions applicable to companies subject to the small companies regime

Approved by the board on
And signed on their behalf by
KAREN BOLLAN, Director

16 MARCH 2022



HEALTHWATCH TOWER HAMLETS

Notes to the accounts
for the year ended
30 June 2021

1 Accounting policies

The company constitutes a public benefit entity as defined by FRS102

The principal accounting policies are summarised below. The accounting policies have been applied consistently throughout the year and in the preceding year.

(i) Basis of accounting

The financial statements have been prepared under the historical cost convention, and in accordance with the Companies Act 2006, the Financial Reporting Standard applicable in the UK and the Republic of Ireland (effective 1 January 2015) and the Statement of Recommended Practice: Accounting and Reporting by Charities FRS 102.

(ii) Fund accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

Restricted funds are subject to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

(iii) Incoming resources

All incoming resources are included in the Statement of Financial Activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Voluntary income is received by way of grants, donations and gifts and is included in full when receivable.
- Donated services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts.
- The main funding is from a Tower Hamlets Heathwatch Grant and the company continues to be a going concern and is not wholly reliant on that grant.

(iv) Resources expended

Expenditure is accounted on an accrual basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates.

- Costs of generating funds comprise the costs associated with attracting voluntary income.
- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit and examination fees and costs linked to the strategic management of the charity.
- All costs are allocated between the expenditure categories of the SOFA on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis.

(v) Pension costs

Payments under defined contribution pension schemes are accounted for as they fall due.

HEALTHWATCH TOWER HAMLETS

Notes to the accounts
for the year ended
30 June 2021

(v) Fixed assets

Tangible fixed assets are stated at cost less accumulated depreciation. The cost of minor additions or those costing below £500 are not capitalised. Depreciation is provided at rates calculated to write off the cost of each asset over its expected useful life. The rates used are as follows:

Office Furniture and Equipment 25%

2 Incoming resources from charitable activities

	<u>Restricted Funds</u> £	<u>Unrestricted Funds</u> £	<u>Total Funds 2021</u> £	<u>Total Funds 2020</u> £
Donations				
London Borough of Tower Hamlets Healthwatch		179,716	179,716	179,716
Charitable activities		45,550	45,550	-
TH CVS			-	1,170
Other charitable income			-	5,000
Total	-	<u>225,266</u>	<u>225,266</u>	<u>185,886</u>

3 Cost of generating voluntary income

Salaries & Wages		13,835	13,835	10,160
Total	-	<u>13,835</u>	<u>13,835</u>	<u>10,160</u>

4 Charitable activities

Salaries and wages		123,521	123,521	123,729
Events			-	1,524
Marketing		427	427	-
Outreach		2,414	2,414	568
Rent and rates		6,971	6,971	6,971
Office expenses, books & publications		8,001	8,001	6,604
Community Intelligence professional + consultancy fees		61,633	61,633	25,913
Financial management		364	364	2,425
Depreciation		1,851	1,851	925
Training		2,560	2,560	607
Governance	Communication	79	79	4,624
	independent Examination	-	1,750	1,750
Total		<u>-</u>	<u>209,571</u>	<u>175,640</u>

5 Staff costs and numbers

	<u>2021</u> £	<u>2020</u> £
Staff costs were as follows:		
Salaries and wages	124,905	123,428

HEALTHWATCH TOWER HAMLETS

Notes to the accounts
for the year ended
30 June 2021

Social Security costs	9,710	7,931
Pension costs	<u>2,741</u>	<u>2,539</u>
Total	<u><u>137,356</u></u>	<u><u>133,898</u></u>

No employee received emoluments of more than £60,000

The average number of employees during the year, calculated on the basis of full-time equivalents, was as follows:

	<u>2021</u> No.	<u>2020</u> No.
Advice & guidance	1.50	2.00
Administration & management	1.50	1.50
Total	<u><u>3.00</u></u>	<u><u>3.50</u></u>

6 Trustee and Key Management remuneration and expenses

The Chief Executive Dianne Barham received a salary of £50,900 for the year (2019: £50,800)

No trustees received any remuneration for the year

No trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity during the year

7 Tangible fixed assets

	<u>Office equipment</u> £	£	<u>Total</u> £
Cost			
At 1 July 2020	6,322	-	6,322
Disposals	-	-	-
Additions			-
At 30 June 2021	<u>6,322</u>	<u>-</u>	<u>6,322</u>
Accumulated depreciation			
At 1 July 2020	4,471	-	4,471
Charge for the year	1,851	-	1,851
Disposals	-	-	-
At 30 June 2021	<u>6,322</u>	<u>-</u>	<u>6,322</u>
Net book value			
At 30 June 2021	<u><u>-</u></u>	<u><u>-</u></u>	<u><u>-</u></u>
At 30 June 2020	<u><u>1,851</u></u>	<u><u>-</u></u>	<u><u>1,851</u></u>

HEALTHWATCH TOWER HAMLETS

Notes to the accounts
for the year ended
30 June 2021

8 Debtors

	<u>2021</u> £	<u>2020</u> £
Trade debtors - LBTH Grant	44,929	44,929
Other debtors		
Prepayments		
Accrued income		
Prepayments		
Total	<u>44,929</u>	<u>44,929</u>

9 Creditors: amounts falling due within one year

	<u>2021</u> £	<u>2020</u> £
Expense creditors	8,294	-
Accruals	12,001	6,179
Deferred income	28,800	-
Total	<u>49,095</u>	<u>6,179</u>

10 Analysis of net assets between funds

	<u>General Funds</u> £	<u>Restricted Funds</u> £	<u>Total Funds</u> £
Tangible fixed assets	-	-	-
Current assets	165,448		165,448
Current liabilities	(49,095)		(49,095)
Net assets at 30 June 2021	<u>116,353</u>	<u>-</u>	<u>116,353</u>

11 Movements in funds

	<u>At 1 July 2020</u> £	<u>Incoming resources</u> £	<u>Outgoing resources</u> £	<u>Management charges</u> £	<u>At 30 June 2021</u> £
<i>Restricted funds:</i>					
	-	-	-	-	-
Total restricted funds	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
<i>Unrestricted funds:</i>					
General fund	114,493	225,266	(223,406)	-	116,353
Total unrestricted funds	<u>114,493</u>	<u>225,266</u>	<u>(223,406)</u>	<u>-</u>	<u>116,353</u>
Total funds	<u>114,493</u>	<u>225,266</u>	<u>(223,406)</u>	<u>-</u>	<u>116,353</u>